



Occupational Outlook Report

San Mateo County 2003

A Product of:

The California Cooperative
Occupational Information System
(CCOIS)
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Sponsored by:

NOVA
(www.novaworks.org)

Human Services Agency County of
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(www.co.sanmateo.ca.us)

The California Employment
Development Department (EDD)
(www.edd.ca.gov)



The California Career Resource
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Overview

The San Mateo County Labor Market Information Study is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). The program is a cooperative effort between NOVA, the County of San Mateo Human Services Agency, and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID). It is an annual study conducted to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. Funding for this study is provided by EDD, NOVA, and the County of San Mateo.

San Mateo Workforce Investment Board

It is the mission of the San Mateo County Workforce Investment Board to establish and oversee the implementation of policies which promote an integrated, innovative workforce development system to help ensure that:

- The workforce will develop and improve skills that lead to a better quality of life.
- Employers will have a local workforce which will keep the business community productive and competitive.
- San Mateo County will have a diverse, thriving economy.

In this effort, the WIB strives to enable San Mateo County residents to find and keep jobs that help them achieve their full employment potential; encourage employers to use the workforce development system to successfully locate, hire, train, and retain qualified employees; and to support workforce development partners in maintaining a strong local economy, reflecting the diversity of job seekers and employers and the unique spirit of entrepreneurship and innovation that characterizes our local area.

The County of San Mateo Human Services Agency is the fiscal and administrative agent of the Workforce Investment Board, and strives to promote self-sufficiency, increase family strength and stability, and improve community health. In collaboration with PeninsulaWorks, San Mateo County's one-stop employment centers, dedicated staff and community partners work tirelessly on behalf of clients and working families to help them reach these goals. Through these collaborative efforts, youth, adults and families are able to obtain training and employment services to secure higher wage jobs and move toward self-sufficiency.

NOVA

For 20 years, NOVA (www.novaworks.org) has built opportunities for workforce development in Silicon Valley. As a primary administrator of local employment and training funds, and an organization established to coordinate private and public efforts in that area, NOVA is in an ideal position to act as the coordinator of the local portion of the California Cooperative Occupational Information System.

NOVA was created under the Federal Job Training Partnership Act, which was replaced in 1998 by the Workforce Investment Act (WIA). The NOVA Workforce Board, representing a substantial mix of companies, organizations, and communities in Silicon Valley, directs NOVA in offering a wide range of services to both job seekers and businesses.

The services provided by NOVA benefit both businesses and job seekers. Businesses can receive assistance with their hiring, retraining or outplacement needs through the newly created CONNECT! Business Service Center. CONNECT! is a collaborative of about 30 partner agencies, including NOVA, that expands access to workforce services and provides all clients with a seamless one-stop system. Job seekers may receive vocational testing and counseling as well as assistance in obtaining the competitive skills necessary to enter the work force at the CONNECT! Job Seeker Center. NOVA services go well beyond WIA and include such

Introduction

things as special projects for employee retraining, veterans, youth, and other new entrants to the workforce. The NOVA Workforce Publications team, in addition to completing the yearly CCOIS project, also completes a variety of industry-specific reports and special research projects as determined by funding and the Board.

Labor Market Information Division (LMID)

The CCOIS project is administered by LMID to encourage state and local cooperation in gathering, analyzing and distributing occupational information. LMID has access to an extensive state database from which to provide information and projections concerning local labor market conditions. LMID's expertise, technical assistance and database have all been made available to NOVA and, through this publication, are now being made available to you. The Project Methodology section describes the various tasks of NOVA and LMID in the survey process.

Uses of the Data

The data in this publication has been gathered, analyzed, and is distributed with the intention of being used by a variety of organizations and individuals for many different purposes. Some of the most important uses are listed below.

Career Decisions: The Occupational Tables have been specifically designed for use by career counselors and job seekers to provide easy-to-read local information on 25 occupations. The localized information includes employer requirements and preferences, wages, and labor supply and demand. It may help career counselors and job seekers make informed occupational choices based on skills, abilities, interests, education, and personal needs. In the "Description of Occupational Outlook Tables," each section of the table is defined. It is hoped that this format will make it easier for career counselors to use this data effectively when working with clients.

Placement and Job Development: When job counselors and job developers are looking for appropriate placements for clients, the Occupational Outlook Tables can be of help. Supply and demand information is provided to assist job seekers in making a decision as to whether a particular occupation is appropriate for their skills, abilities, education and needs. The information may help the counselor and job seeker assess the job market and become more aware of the job skills which San Mateo County employers rate as important for entry into the occupation. The information provided under the title "Where the Jobs Are" can guide the job seeker toward industries which are the largest sources of employment for that occupation.

Vocational Program Planning: The report provides local planners and administrators with employment data including occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs. The Occupational Tables provide local planners with supply and demand, occupational size, and expected growth rate information. This section summarizes data collected from state tax records as well as a federal occupational survey and information collected directly from local employers. Multi-source information makes it possible to make more confident judgments concerning the suitability of occupations for training.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, which is useful in determining the potential for business growth and development in the San Mateo County labor market area. Information on supply and demand, occupational size, growth rates, and wages and benefits can be used in establishing the suitability of San Mateo County for specific types of business growth and development.

Curriculum Design and Program Marketing:

Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report. They can also effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.

Human Resource Management: Both small business owners and large corporate human resource directors can use this report to determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

It is hoped that this publication will meet the needs of its users. If you have any suggestions for improvement, please contact the **NOVA Workforce Publications Team at (408) 730-7232 or email publications@novaworks.org**

Methodology

Labor Market Information Division developed Projections specifically for San Mateo County (Appendix D). These tables provide 2001 employment information by occupation, projected over a seven-year growth period. Separation figures and occupational distribution by industry are also provided.

These tables contain information on over 400 occupations. They are generated using state unemployment insurance records of San Mateo County businesses as well as the federally financed Occupational Employment Statistics (OES) survey of occupational distribution. Each occupation is identified according to North American Industry Classification System (NAICS) titles. The tables are an invaluable addition to the in-depth information provided in the OOR.

Occupational Selection Criteria

NOVA applied the following criteria to narrow the list of possible survey occupations to 25:

- The occupation must have a substantial employment base in the county;
- There must be a substantial number of projected job openings in the county;
- There appears to be present and future occupational growth;
- There appears to be a substantial potential for earning capacity;
- The training time required for the occupation must be two years or less, allowing for some exceptions based on the strength of the other criteria;
- The skills requirements are impacted by some fluctuation in the labor market or emerging technology.

Survey Sample Selection

A preliminary list of occupations was developed. This list was reviewed by representatives from community-based vocational training pro-

grams, educational institutions, organized labor, economic development organizations, and the Workforce Board. From the input of these organizations, some occupations were eliminated and others added. A final list of occupations was then selected. Based on the final sample, LMID developed an employer sample for each occupation. When drawing up the employer sample, the pattern of distribution of industries was considered. Industries are classified by the North American Industry Classification System. There are nine major industry groups, including:

- Agriculture, forestry, and fishing
- Mining
- Construction
- Manufacturing
- Transportation, communications, electric, gas, and sanitary services
- Wholesale trade
- Retail trade
- Finance, insurance, and real estate
- Public administration

LMID staff, using detailed databases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a medical assistant would generally work for a firm classified in the health services category, whereas a word processor may be scattered across several industries—health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would be contacted. If 20 percent of San Mateo County workers in an occupation were found in a specific industry, then 20 percent of the sample was drawn from that industry.

The sample was carefully reviewed, and employers were called to verify company name and address, confirm the existence of the occupation at the company, and obtain the name of a contact person. Employers were added to the sample or deleted as appropriate. The final sample included up to 40 employers for each occupation.

Questionnaire Development

The same questions were asked for each of the 25 occupations. Since the standard questionnaire did not contain a skills question, NOVA obtained that information from O*NET and CCOIS.

O*NET, the Occupational Information Network, is a comprehensive database of worker attributes and job characteristics. As the replacement for the Dictionary of Occupational Titles (DOT), O*NET serves as the nation's primary source of occupational information.

This accessible resource supports public and private sector efforts to identify and develop the skills of the American workforce. It provides a common language for defining and describing occupations. Its flexible design also enables it to rapidly adapt to changing job requirements. In addition, it offers the essential foundation for facilitating career counseling, education, employment, and training activities. The database contains information about knowledge, skills, abilities, interests, general work activities, and work context. O*NET data and structure will also link related occupational, educational, and labor market information databases to the system.

Data Collection

Employers were contacted by phone and were given the opportunity to respond to the questionnaire at that time, or to return it by FAX or mail. Data collection began in June 2003 and was completed in December 2003. Additional employers were added to the original sample as necessary to ensure meeting a 50% response rate and to survey 40% of the sample's projected employment size.

All surveys were reviewed for accuracy of the data, and employers were re-contacted if answers were missing, unclear or conflicted with other data. In addition to contacting employers the NOVA staff, when necessary, contacted labor unions, employment agencies, and training providers to learn more about a specific occupation.

Tabulation: The survey responses were entered into a database and tabulations were prepared. From these tabulations, the data was analyzed and the final occupational summary reports were prepared by NOVA staff. Each occupational statement provides information on training and hiring requirements, size of the occupation and expected growth rate, supply and demand assessment, major employment sources, and other information. Specific employer information is confidential and cannot be released.

Disclaimers

The wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Please note that percentages may not add up to 100 percent in the Occupational Tables due to rounding.

The Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Providers (CTEP) Directory. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.

Description of Occupational Tables

Overview

The Occupational Tables (pages 1-50) present a summary of the project's findings by occupation. A separate table is presented for each of the 25 occupations for which surveys were completed. Major sections of each table include:

- Occupational Title and SOC Code
Occupational Definition
- Wages & Benefits
 - Wages
 - Benefits
 - Hours Worked
 - Shifts
- Employer Requirements
 - Education
 - Training & Experience
 - Skills, legally mandated requirements, and other requirements
- Projections
 - Forecast levels
 - Employment Levels
 - Past 12 months
 - Next 24 months
- Supply & Demand
 - Difficulty in Finding Applicants
 - Recruitment Methods
 - Turnover
- Where the Jobs Are
- Size of Occupation
 - Range
 - Gender

The following is a brief description of each section of the tables, definitions of terms relevant to the specific sections, and suggestions concerning how the information can be used effectively.

Occupations are listed alphabetically by their Standard Occupational Classification (SOC) titles.

Wages & Benefits

Wages

Wage data serves as a guide for comparing salaries of one occupation to those of another. The information helps ascertain the exact calculated salary ranges and median wages for each occupation. Where applicable, this information is provided for both union and non-union employees. All wages reflect responses given by employers surveyed.

Please note that this data is not meant to represent official prevailing wages and should be used (if at all) with caution for wage and salary administration. Wages are reported for three occupational levels as follows:

- **New Hires** – Wages generally paid to persons trained or qualified but with little or no paid experience in the occupation.
- **New Hires Who Are Experienced** – Starting wage generally paid to journey-level or experienced persons who are just starting at the firm.
- **Experienced Employees (3 or more years with the firm)** – Wages generally paid to individuals with three years or more experience at the firm in that occupation.

Note: Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

Benefits

The benefits section identifies what percentage of the employers surveyed offer benefits to employees (both full-time and part-time where applicable) in the occupation. This section also indicates who pays for the benefits, e.g., employer pays all, employee pays all or both share the cost. Please note that all percentages are from 0 – 100 percent.

Description of Occupational Tables

Hours Worked

This section identifies typical working hours of employees in the occupation. More specifically, it shows how many hours per week they work on average.

Shifts Worked

This section identifies what shift the employees work in the occupations such as Day, Swing or Graveyard.

Employer Requirements

Education

This section identifies the minimum level of formal education that firms require when hiring a candidate into the specific occupation. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

Training & Experience

Training: Generally refers to training as provided by Regional Occupational Programs, adult education, private vocational schools, state approved apprenticeship programs and community college training programs. Some occupations have legal or voluntary licensing, registration, or certification requirements which stipulate training or proficiency tests. Details are provided where applicable.

Note: It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.

Experience: The type and amount of experience required by employers and areas in which employers look for experience is noted in this

section. If training is an acceptable substitute for work experience, that is also noted.

This section provides a good indication of the degree of competition for jobs in the occupation. The more experience an employer requires, the stronger the competition and the harder it will be to enter the occupation with the proper qualifications but no experience. Please note that the sum of all rows may not equal 100 percent due to rounding.

Skills & Other Requirements

This section provides a summary of employer requirements and preferences in relation to the occupation. It is divided into three categories: Skills, Related Occupations, and Tasks. Refer to the Project Methodology: Questionnaire Development for skills source information.

Note: With the passage of the Americans With Disabilities Act in 1990, employers must determine the "essential functions" of a position. The designation of a skill as "very important" or "important" is based upon employer preference. These terms are in no way meant to determine which skills are "essential functions" of the position. Employers will have to make that designation for each occupation at their firm. It is also important to note that although employers report their preferences as to physical skills, the Act also states that "reasonable accommodation" must be made for applicants and employees who have a disability. For more information about the Americans With Disabilities Act, contact NOVA at (408) 730-7232.

Projections

This is a relative term relating to the rate of growth projected for the occupation from 2001–2008 in San Mateo County. Provided by EDD/LMID, these projections are evaluated against data collected from employers, and from trade associations, schools and industry analysis to provide a reasonable estimate of growth potential. Projections are generally the numbers that are most relied upon to provide an indication of whether an occupation is

Description of Occupational Tables

expected to have high demand for new employment. Although it is a good starting point, other factors, such as separations included in some LMID tables, should be considered in attempting to determine the availability of job opportunities in an occupation.

The average projected growth for Santa Mateo County is 8.1% during the seven year period of 2001–2008. Ranges have been established around the 8.1% average as follows:

- Much Faster = 12.2% and above
- Faster than Average = 8.9% – 12.1%
- Average = 7.3% – 8.8%
- Slower than Average = 0.8% – 7.2%
- Remain Stable = no significant change
- Decline = Negative %

Growth data can help determine if an occupation is likely to provide increasing or decreasing job opportunities in the future. Even in growing occupations, however, the supply of qualified people could exceed the demand for a variety of reasons, including small occupational size, large numbers of people who already meet the occupational requirements, and/or large numbers of people being trained for that occupation.

Employment Levels

Past 12 Months

Next 24 Months

This chart reports how employers responded when asked whether employment in an occupation declined, remained stable, or grew during the last 12 months. Employers also responded to whether they expect employment in an occupation to decline, remain stable or grow over the next 24 months. Please note that the sum of all rows may not equal 100 percent due to rounding.

Supply & Demand

Difficulty in Finding Applicants

Information in this section reports the level of difficulty employers have finding both inexperi-

enced as well as fully experienced and qualified applicants. Terms used to describe levels of difficulty employers have finding candidates are as follows:

Not Difficult—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Moderately Difficult—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants. Qualified applicants encounter little competition in their job search.

Very Difficult—Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Overall, this section provides the best current indication on the degree of ease or difficulty for a job seeker to obtain employment in the occupation. The information is not absolute, and it can change over time, but it provides a good tool in selecting an occupation for employment in the immediate future. Other factors, such as size of the occupation, projected growth, and separations (discussed in employment trends), should also be taken into consideration when deciding on the suitability of an occupation. In most cases, the most desirable occupations requiring the least training will be difficult to enter. Occupations that are easy to enter may have elements that are not attractive to the job seeker. Sometimes starting in an occupation considered less desirable will provide the job seeker with the experience required to enter a more desirable occupation at a later time.

Recruitment Methods

This section lists the top recruiting methods the surveyed employers use when recruiting for the occupations.

Turnover

A comparison of the total number of employees in the occupation to vacancies filled resulting

Description of Occupational Tables

from promotions and employees leaving the firm in the past 12 months. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training. The formula used to calculate annual turnover percentage is as follows:

# of promotions	+	# of employees leaving firm
total # of employees in occupation	-	# of new positions

Where The Jobs Are

This section provides a list of types of industries which are the largest sources of employment for the occupation in San Mateo County. The titles are from the Standard Industrial Classification system, as used in the 2001–2008 Occupational Forecast Tables (Appendix D). This information is helpful to job seekers and job developers by identifying industries most likely to provide employment in the occupation. It is often recommended that job seekers contact employers within major employing industries in order to get more specific information for career planning.

Size of Occupation Range

This is a relative term assigned to the number of people employed in the occupation as reported in "Annual Average 2001" from LMID. The designation is different for each county and is based on the size of the work force in the county.

The range categories for San Mateo County are converted to the relative terms based on the following table:

- Small = 558 or less
- Medium = 559 – 1,117
- Large = 1,118 – 2,421
- Very Large = 2,422 or more

The size of the occupation is important because it influences the availability of jobs. For instance, an occupation that is growing very slowly but is also very large could still be a good source of employment. Conversely, an occupation that is growing rapidly but is small in size may not provide good job opportunities at this time for significant numbers of people.

Gender

This section gives a percent breakdown of gender distribution in the particular occupation. It is stated as a percentage of the employees represented.

Training Providers

Appendix B has a list of the Training Providers for each occupation.

Appendix C lists the Training Providers in alphabetical order with detailed information on the address and phone number. Appendix B can be used as a cross reference with Appendix A.

Training Directory

The San Mateo County Training Directory is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). This program is a cooperative effort between NOVA and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID).

Uses of the Directory

The data in this directory is intended for use by a variety of organizations and individuals. Some ways the directory can be used are as follows:

- The directory can be used as a reliable resource for vocational and career training available in San Mateo County;
- The directory can be used by employers interested in finding skilled workers or in search of training programs for new or current employees;

Description of Occupational Tables

- Career counselors and employment professionals can use the directory to assist individuals in selecting training programs that meet individual needs and career goals;
- The directory can be used by all those looking to upgrade their skills to advance or to enhance their employability.

Note: NOVA does not endorse or recommend any particular training providers or programs. While we have made every effort to ensure that program information is accurate and up-to-date, this information changes frequently. Please contact the training providers directly to verify and/or update information.

This Directory is not intended to be a comprehensive list of all training providers in San Mateo County. It is limited to those schools who responded to our request for information and expressed an interest in participating.

Occupational

Tables

Automotive Body and Related Repairers

SOC 49-3021

Repair and refinish automotive vehicle bodies and straighten vehicle frames.

16 firms responded

Wages & Benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$7.00	\$10.50	\$8.00
New hires, experienced	\$10.00	\$27.00	\$16.75
3 years with firm, experienced	\$20.00	\$30.00	\$25.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	50%	44%	0%
Dental	38%	38%	0%
Vision	13%	31%	0%
Life	6%	6%	0%
Sick Leave	50%	13%	0%
Vacation	81%	13%	0%
Retirement	38%	25%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)

Full Time

40 Hrs.

work shifts



Day
100%

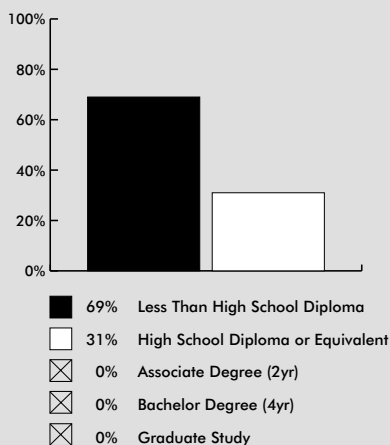


Swing
6%

Employer Requirements



education



training & experience

	Yes	No	Not Required but Preferred
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Previous experience required	81%	0%	19%
------------------------------	-----	----	-----

Previous experience required: 21 mos. on average

Training as a substitute for experience	19%	81%	0%
---	-----	-----	----

6 mos. of training on average can be substituted for experience.

Automotive Body and Related Repairers

skills & other requirements



skills

Repairing
Installation
Equipment Selection
Quality Control
Analysis
Operation and Control
Equipment
Maintenance
Troubleshooting
Technology Design
Active Listening
Operation Monitoring

computer skills

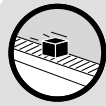
Word Processing

related occupations

49-2092.02 Electric Motor and Switch Assemblers and Repairers
49-3022.00 Automotive Glass Installers and Repairers
49-9011.00 Mechanical Door Repairers
49-9043.00 Maintenance Workers, Machinery
51-9193.00 Cooling and Freezing Equipment Operators and Tenders

tasks

- Positions dolly block against surface of dented area and beats opposite surface to remove dents, using hammer.
- Straightens bent automobile or other vehicle frames, using pneumatic frame-straightening machine.
- Fills depressions with body filler and files, grinds, and sands repaired surfaces, using power tools and hand tools.
- Paints and sands repaired surface, using paint spraygun and motorized sander.
- Cuts opening in vehicle body for installation of customized windows, using templates, and power shears or chisel.
- Fits and secures windows, vinyl roof, and metal trim to vehicle body, using caulking gun, adhesive brush, and mallet.
- Removes damaged fenders and panels, using wrenches and cutting torch, and installs replacement parts, using wrenches or welding equipment.
- Measures and marks vinyl material and cuts material to size for roof installation, using rule, straightedge, and hand shears.
- Cuts away damaged fiberglass from automobile body, using air grinder.
- Soaks fiberglass matting in resin mixture and applies layers matting over repair area to specified thickness.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced			X

Fully experienced
& qualified

Inexperienced

Turnover = 8.7%

(Annual percentage rate of job turnover)



recruitment methods

88% Employee Referrals
63% Newspaper Ads
63% Walk-In Applicants
25% Internet
6% Employment Development Department
6% Other – Paint Store Referrals
6% Private Employment Agencies
6% Union Hall Referrals



where the jobs are

- Automotive Repair Shops



size of occupation

Size as of 2001 = 630
(medium)



gender

M = 100%
F = 0%



projections

The projected growth for the period of 2001–2008 for **Automotive Body and Related Repairers** is 7.9% (average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

	Decline	Remain Stable	Grow
During the last 12 months	13%	81%	6%
Projected over the next 24 months	0%	94%	6%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Bookkeeping, Accounting, and Auditing Clerks soc 43-3031

Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

18 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$14.38	\$17.00	\$15.58
\$11.99	\$21.58	\$16.39
\$12.95	\$30.00	\$21.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

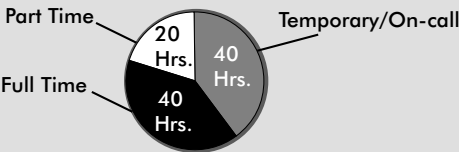


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	56%	39%	0%
Dental	39%	44%	6%
Vision	28%	33%	6%
Life	44%	22%	6%
Sick Leave	67%	22%	0%
Vacation	67%	28%	0%
Retirement	50%	33%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



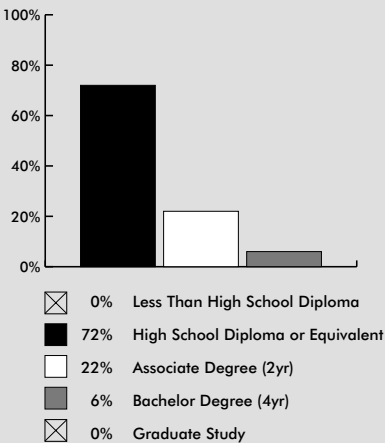
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	78%	0%	22%
Previous experience required: 29 mos. on average			
Training as a substitute for experience	33%	67%	0%
3 mos. of training on average can be substituted for experience.			

Bookkeeping, Accounting, and Auditing Clerks

skills & other requirements



skills

Mathematics
Reading
Comprehension
Writing
Monitoring
Management of
Financial Resources

computer skills

Word Processing
Spreadsheet
Database
Desktop Publishing

related occupations

43-3021.02	Billing, Cost, and Rate Clerks
43-3021.03	Billing, Posting, and Calculating Machine Operators
43-4011.00	Brokerage Clerks
43-4131.00	Loan Interviewers and Clerks
43-6014.00	Secretaries, Except Legal, Medical, and Executive
43-9061.00	Office Clerks, General

tasks

- Records financial transactions and other account information to update and maintain accounting records.
- Compiles reports and tables to show statistics related to cash receipts, expenditures, accounts payable and receivable, and profit and loss.
- Verifies balances and entries, calculations, and postings recorded by other workers.
- Performs financial calculations such as amounts due, balances, discounts, equity, and principal.
- Debits or credits accounts.
- Complies with federal, state, and company policies, procedures, and regulations.
- Processes negotiable instruments such as checks and vouchers.
- Evaluates records for accuracy of balances, postings, calculations, and other records pertaining to business or operating transactions and reconciles, or notes discrepancies.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 8.9%
(Annual percentage rate of job turnover)



recruitment methods

61%	Employee Referrals
56%	Internet
39%	Newspaper Ads
17%	Private Employment Agencies
6%	Employment Development Department
6%	Walk-In Applicants



where the jobs are

- Accounting, Auditing, and Bookkeeping
- Automotive Repair Shops
- Computer and Data Processing Services
- Freight Transportation Arrangement
- Local Government, Except Hospitals and Education
- Management and Public Relations
- Personnel Supply Services
- Plumbing, Heating, and Air-Conditioning
- Real Estate Agents and Managers
- Research and Testing Services



size of occupation

Size as of 2001 = 4,880
(very large)



gender

M = 22%
F = 78%



projections

The projected growth for the period of 2001–2008 for **Bookkeeping, Accounting, and Auditing Clerks** is -2.0% (decline).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
0%	83%	17%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	100%	0%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Conduct qualitative and quantitative chemical analyses or chemical experiments in laboratories for quality of process control or to develop new products or knowledge.

15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union

Low	High	Median
\$14.38	\$23.97	\$19.18

\$14.77	\$31.16	\$23.01
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\$17.26	\$43.15	\$28.29
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Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

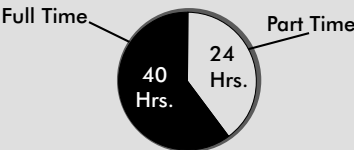


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	33%	67%	0%
Dental	47%	47%	0%
Vision	33%	53%	0%
Life	47%	53%	0%
Sick Leave	80%	20%	0%
Vacation	80%	20%	0%
Retirement	7%	73%	13%
Child Care	0%	7%	7%
Other	0%	0%	0%



hours worked per week (avg.)



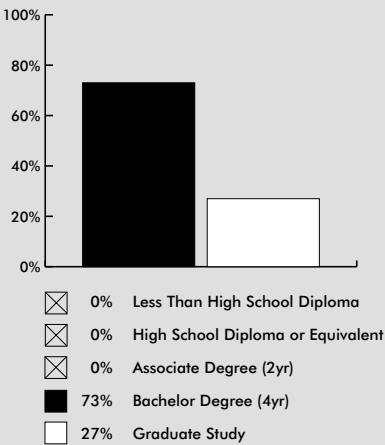
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	53%	7%	40%
Previous experience required: 33 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Mathematics
Writing
Active Listening
Coordination
Judgment and
Decision Making
Critical Thinking
Reading
Comprehension
Speaking
Complex Problem
Solving

computer skills

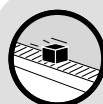
Word Processing MS Office
Spreadsheet Chem Draw
Database Chem CAD

related occupations

19-1013.02 Soil Scientists
19-2032.00 Materials Scientists
19-4011.02 Food Science Technicians
19-4031.00 Chemical Technicians
19-4091.00 Environmental Science and Protection Technicians, Including Health

tasks

- Analyzes organic and inorganic compounds to determine chemical and physical properties, composition, structure, relationships, and reactions, utilizing chromatography, spectroscopy, and spectrophotometry techniques.
- Induces changes in composition of substances by introducing heat, light, energy, and chemical catalysts for quantitative and qualitative analysis.
- Develops, improves, and customizes products, equipment, formulas, processes, and analytical methods.
- Compiles and analyzes test information to determine process or equipment operating efficiency and to diagnose malfunctions.
- Studies effects of various methods of processing, preserving, and packaging on composition and properties of foods.
- Prepares test solutions, compounds, and reagents for laboratory personnel to conduct test.
- Confers with scientists and engineers to conduct analyses of research projects, interpret test results, or develop nonstandard tests.
- Writes technical papers and reports and prepares standards and specifications for processes, facilities, products, and tests.
- Directs, coordinates, and advises personnel in test procedures for analyzing components and physical properties of materials.



supply & demand (difficulty in finding applicants)

Not Moderately Very
Difficult Difficult Difficult

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 3.7%
(Annual percentage rate of job turnover)



recruitment methods

87% Internet
60% Employee Referrals
33% Private Employment Agencies
20% Colleges/Universities
20% Newspaper Ads
13% In-House Promotion or Transfer
13% Trade Journals



where the jobs are

- Drugs
- Research and Testing Services



size of occupation

Size as of 2001 = 780
(medium)



gender

M = 68%
F = 32%



projections

The projected growth for the period of 2001–2008 for **Chemists** is 53.8% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
7%	40%	53%
7%	67%	27%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Child Care Workers

SOC 39-9011

Attend to children at schools, businesses, private households, and child care institutions. Perform a variety of tasks, such as dressing, feeding, bathing, and overseeing play.

18 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$8.00	\$11.04	\$9.20
New hires, experienced	\$9.00	\$13.00	\$11.25
3 years with firm, experienced	\$10.50	\$15.00	\$13.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

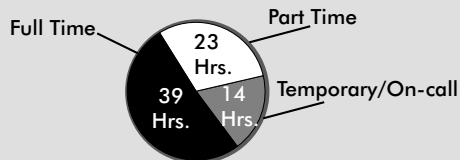


benefits

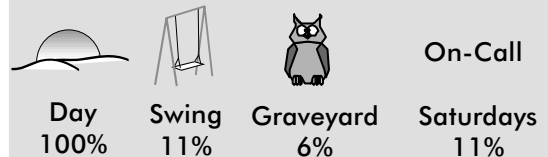
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	67%	33%	0%
Dental	53%	27%	7%
Vision	47%	27%	7%
Life	40%	20%	7%
Sick Leave	100%	0%	0%
Vacation	100%	40%	0%
Retirement	7%	27%	27%
Child Care	13%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



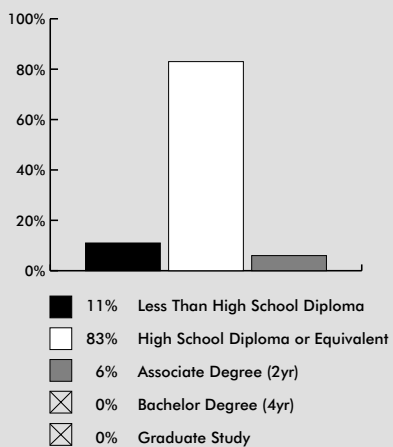
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	33%	6%	61%
Previous experience required: 13 mos. on average			
Training as a substitute for experience	65%	35%	0%
4 mos. of training on average can be substituted for experience.			

Child Care Workers

skills & other requirements



skills

Speaking
Social Perceptiveness
Active Listening
Service Orientation
Instructing
Learning Strategies
Monitoring
Reading
Comprehension
Coordination

computer skills

Word Processing

related occupations

31-1011.00 Home Health Aides
39-9021.00 Personal and Home Care Aides

tasks

- Cares for children in institutional setting, such as group homes, nursery schools, private businesses, or schools for the handicapped.
- Organizes and participates in recreational activities, such as games.
- Disciplines children and recommends or initiates other measures to control behavior, such as caring for own clothing and picking up toys and books.
- Places or hoists children into baths or pools.
- Instructs children regarding desirable health and personal habits, such as eating, resting, and toilet habits.
- Assists in preparing food for children and serves meals and refreshments to children and regulates rest periods.
- Reads to children, and teaches them simple painting, drawing, handwork, and songs.
- Wheels handicapped children to classes or other areas of facility, secure in equipment, such as chairs and slings.
- Monitors children on life-support equipment to detect malfunctioning of equipment and calls for medical assistance when needed.



supply & demand (difficulty in finding applicants)

Fully experienced
& qualified

Inexperienced

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced	X		

Turnover = 16.6%
(Annual percentage rate of job turnover)



recruitment methods

72% Internet
67% Employee Referrals
56% Newspaper Ads
22% School, Program Referrals
22% In-House Promotion or Transfer
17% Colleges/Universities
6% Private Employment Agencies
6% Trade Journals



where the jobs are

- Child Day Care Services
- Elementary and Secondary Schools
- Miscellaneous Amusement, Recreation Services



size of occupation

Size as of 2001 = 670
(medium)



gender

M = 13%
F = 87%



projections

The projected growth for the period of 2001-2008 for **Child Care Workers** is 23.9% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

	Decline	Remain Stable	Grow
During the last 12 months	0%	94%	6%
Projected over the next 24 months	0%	78%	22%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Child, Family, and School Social Workers

SOC 21-1021

Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children. May assist single parents, arrange adoptions, and find foster homes for abandoned or abused children. In schools, they address such problems as teenage pregnancy, misbehavior, and truancy. May also advise teachers on how to deal with problem children.

15 firms responded

wages & benefits



wages

	Non-Union		
	Low	High	Median
New hires, no experience	\$14.25	\$15.75	\$14.38
New hires, experienced	\$13.60	\$19.18	\$16.78
3 years with firm, experienced	\$16.30	\$23.50	\$19.05

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

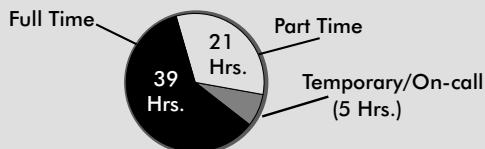


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	87%	13%	0%
Dental	80%	13%	7%
Vision	73%	7%	7%
Life	60%	0%	13%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	13%	47%	20%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



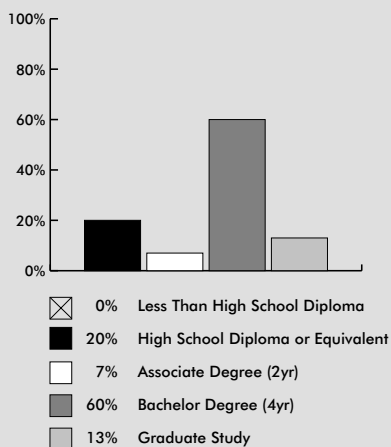
Swing
20%

Weekend
7%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
--	-----	----	-------------------------------

Previous experience required

Yes	No	Not Required but Preferred
73%	13%	13%

Previous experience required: 17 mos. on average

Training as a substitute for experience

Yes	No	Not Required but Preferred
8%	92%	0%

12 mos. of training on average can be substituted for experience.

Child, Family, and School Social Workers

skills & other requirements



skills

Social Perceptiveness
Service Orientation
Speaking
Active Listening
Reading Comprehension
Coordination
Critical Thinking
Writing
Monitoring
Complex Problem Solving

computer skills

Word Processing
Spreadsheet
Database

related occupations

21-1012.00 Educational, Vocational, and School Counselors
21-1092.00 Probation Officers and Correctional Treatment Specialists

tasks

- Counsels individuals or family members regarding behavior modifications, rehabilitation, social adjustments, financial assistance, vocational training, child care, or medical care.
- Counsels parents with child rearing problems and children and youth with difficulties in social adjustments.
- Interviews individuals to assess social and emotional capabilities, physical and mental impairments, and financial needs.
- Refers client to community resources for needed assistance.
- Arranges for day care, homemaker service, prenatal care, and child planning programs for clients in need of such services.
- Leads group counseling sessions to provide support in such areas as grief, stress, or chemical dependency.
- Counsels students whose behavior, school progress, or mental or physical impairment indicates need for assistance.
- Arranges for medical, psychiatric, and other tests that may disclose cause of difficulties and indicate remedial measures.
- Consults with parents, teachers, and other school personnel to determine causes of problems and effect solutions.
- Serves as liaison between student, home, school, family service agencies, child guidance clinics, courts, protective service-



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced			X

Fully experienced & qualified

Inexperienced

Turnover = 20.0%
(Annual percentage rate of job turnover)



recruitment methods

80%	Internet
60%	Employee Referrals
33%	In-House Promotion or Transfer
27%	Colleges/Universities
27%	Newspaper Ads
13%	School, Program Referrals
7%	Employment Development Department
7%	Other - Non-Profit Newspaper



where the jobs are

- Local Government, except Hospitals and Education
- Religious Organizations
- Residential Care



size of occupation

Size as of 2001 = 460
(small)



gender

M = 12%
F = 88%



projections

The projected growth for the period of 2001-2008 for **Child, Family, and School Social Workers** is 15.2% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	93%	7%
Projected over the next 24 months	0%	93%	7%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Computer Support Specialists

SOC 15-1041

Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

15 firms responded

wages & benefits



wages

	Union & Non-Union		
	Low	High	Median
New hires, no experience	\$14.38	\$47.95	\$16.78
New hires, experienced	\$12.08	\$46.03	\$21.58
3 years with firm, experienced	\$20.73	\$61.37	\$30.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

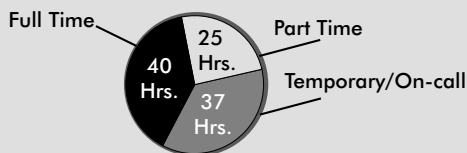


benefits

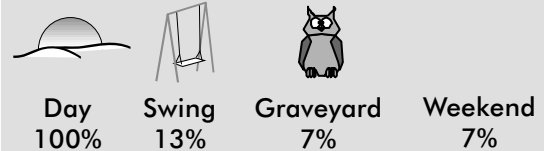
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	50%	50%	0%
Dental	42%	58%	0%
Vision	33%	50%	0%
Life	42%	50%	0%
Sick Leave	92%	0%	0%
Vacation	92%	8%	0%
Retirement	33%	58%	0%
Child Care	0%	8%	0%
Other	0%	0%	0%



hours worked per week (avg.)



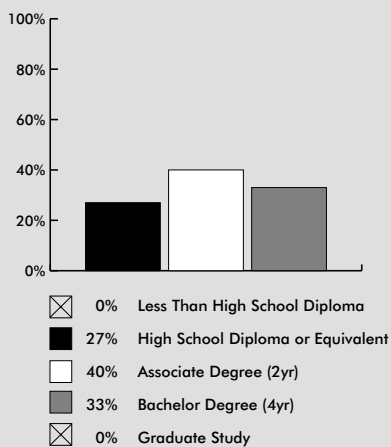
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required: 67% Yes, 7% No, 27% Not Required but Preferred

Previous experience required: 21 mos. on average

Training as a substitute for experience: 36% Yes, 64% No, 0% Not Required but Preferred

8 mos. of training on average can be substituted for experience.

Computer Support Specialists

skills & other requirements



skills

Instructing
Operations Analysis
Troubleshooting
Quality Control
Analysis
Reading Comprehension
Critical Thinking
Active Listening
Judgment and
Decision Making
Equipment Selection
Operation Monitoring

related occupations

15-1021.00	Computer Programmers
15-1051.00	Computer Systems Analysts
15-1071.01	Computer Security Specialists
15-1081.00	Network Systems and Data Communications Analysts
27-4012.00	Broadcast Technicians

computer skills

Word Processing
Spreadsheet
Database
Desktop Publishing
Java Script
Solaris
Norton Antivirus
MS Office

tasks

- Installs and performs minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
- Confers with staff, users, and management to determine requirements for new systems or modifications.
- Reads technical manuals, confers with users, and conducts computer diagnostics to determine nature of problems and provide technical assistance.
- Develops training materials and procedures, and conducts training programs.
- Enters commands and observes system functioning to verify correct operations and detect errors.
- Tests and monitors software, hardware, and peripheral equipment to evaluate use, effectiveness, and adequacy of product for user.
- Prepares evaluations of software and hardware, and submits recommendations to management for review.
- Refers major hardware or software problems or defective products to vendors or technicians for service.
- Maintains record of daily data communication transactions, problems and remedial action taken, and installation activities.
- Conducts office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.



supply & demand (difficulty in finding applicants)

Fully experienced
& qualified

Inexperienced

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

X

X

Turnover = 2.6%

(Annual percentage rate of job turnover)



recruitment methods

80%	Internet
60%	Employee Referrals
40%	Private Employment Agencies
33%	Newspaper Ads
27%	In-House Promotion or Transfer
13%	Other - Television
13%	Walk-In Applicants
7%	Employment Development Department



where the jobs are

- Computer and Data Processing Services
- Personnel Supply Services



size of occupation

Size as of 2001 = 3,760
(very large)



gender

M = 70%
F = 30%



projections

The projected growth for the period of 2001–2008 for **Computer Support Specialists** is 46.8% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
13%	73%	13%
0%	87%	13%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Dental Assistants

SOC 31-9091

Assist dentist, set up patient and equipment, and keep records.

17 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$9.00	\$20.00	\$15.00
\$13.00	\$25.00	\$18.00
\$15.00	\$30.00	\$22.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

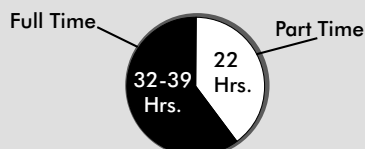


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	60%	33%	0%
Dental	73%	20%	0%
Vision	27%	20%	0%
Life	0%	7%	7%
Sick Leave	67%	13%	0%
Vacation	73%	13%	0%
Retirement	27%	40%	7%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



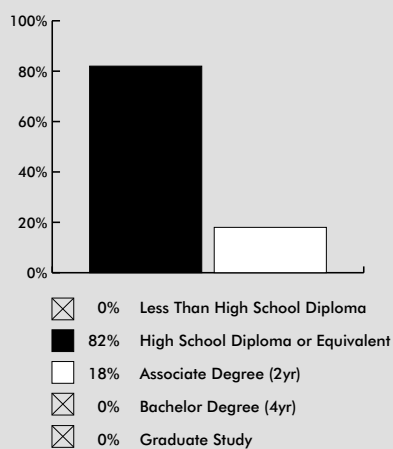
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	24%	6%	71%
Previous experience required: 12 mos. on average			
Training as a substitute for experience	81%	19%	0%
6 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Coordination
Active Listening
Time Management
Speaking
Service Orientation
Equipment Selection
Reading
Comprehension

computer skills

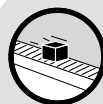
Word Processing
Spreadsheet

related occupations

29-1023.00	Orthodontists
29-1024.00	Prosthodontists
29-2021.00	Dental Hygienists
29-2034.01	Radiologic Technologists
29-2034.02	Radiologic Technicians

tasks

- Prepares patient, sterilizes and disinfects instruments, sets up instrument trays, prepares materials, and assists dentist during dental procedures.
- Takes and records medical and dental histories and vital signs of patients.
- Records treatment information in patient records.
- Assists dentist in management of medical and dental emergencies.
- Exposes dental diagnostic x-rays.
- Applies protective coating of fluoride to teeth.
- Provides postoperative instructions prescribed by dentist.
- Makes preliminary impressions for study casts and occlusal registrations for mounting study casts.
- Pours, trims, and polishes study casts.
- Cleans and polishes removable appliances.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 6.1%
(Annual percentage rate of job turnover)



recruitment methods

94%	Employee Referrals
47%	Newspaper Ads
47%	School, Program Referrals
12%	Colleges/Universities
12%	Internet
12%	Private Employment Agencies
6%	Other – Dental Society
6%	Walk-In Applicants



where the jobs are

- Offices of Dentists



size of occupation

Size as of 2001 = 1,020
(medium)



gender

M = 13%
F = 87%



projections

The projected growth for the period of 2001-2008 for **Dental Assistants** is 21.6% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
0%	88%	12%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	82%	18%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Dental Hygienists

SOC 29-2021

Clean teeth and examine oral areas, head, and neck for signs of oral disease. May educate patients on oral hygiene, take and develop X-rays, or apply fluoride or sealants.

14 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$35.00	\$45.00	\$40.00
\$19.90	\$53.00	\$47.00
\$22.77	\$56.00	\$50.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

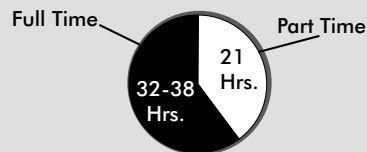


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	43%	57%	0%
Dental	71%	29%	0%
Vision	14%	43%	0%
Life	0%	0%	14%
Sick Leave	71%	14%	0%
Vacation	71%	14%	0%
Retirement	14%	14%	43%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



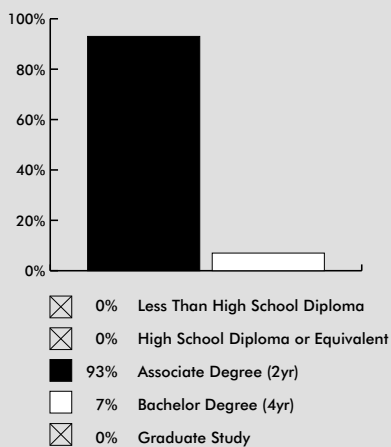
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	20%	13%	67%

Previous experience required: 14 mos. on average

	Yes	No	Not Required but Preferred
Training as a substitute for experience	54%	46%	0%

9 mos. of training on average can be substituted for experience.

Dental Hygienists

skills & other requirements



skills

Reading
Comprehension
Speaking
Science Judgment and
Decision Making
Equipment Selection
Critical Thinking
Active Listening
Active Learning
Service Orientation

computer skills

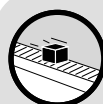
Word Processing

related occupations

29-1021.00	Dentists, General
29-1023.00	Orthodontists
29-1024.00	Prosthodontists
29-1126.00	Respiratory Therapists
29-2034.02	Radiologic Technicians

tasks

- Cleans calcareous deposits, accretions, and stains from teeth and beneath margins of gums, using dental instruments.
- Applies fluorides and other cavity preventing agents to arrest dental decay.
- Provides clinical services and health education to improve and maintain oral health of school children.
- Conducts dental health clinics for community groups to augment services of dentist.
- Removes excess cement from coronal surfaces of teeth.
- Charts conditions of decay and disease for diagnosis and treatment by dentist.
- Places and removes rubber dams, matrices, and temporary restorations.
- Examines gums, using probes, to locate periodontal recessed gums and signs of gum disease.
- Feels lymph nodes under patient's chin to detect swelling or tenderness that could indicate presence of oral cancer.
- Feels and visually examines gums for sores and signs of disease.



supply & demand (difficulty in finding applicants)

Fully experienced
& qualified

Inexperienced

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

X

X

Turnover = 7.8%
(Annual percentage rate of job turnover)



recruitment methods

93%	Employee Referrals
47%	Newspaper Ads
33%	School, Program Referrals
27%	Private Employment Agencies
20%	Colleges/Universities
13%	Internet
7%	Trade Journals



size of occupation

Size as of 2001 = 690
(medium)



gender

M = 6%
F = 94%



projections

The projected growth for the period of 2001-2008 for **Dental Hygienists** is 20.3% (much faster than average).



where the jobs are

- Offices of Dentists



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	87%	13%
0%	80%	20%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Home Health Aides

SOC 31-1011

Provide routine, personal healthcare, such as bathing, dressing, or grooming, to elderly, convalescent, or disabled persons in the home of patients or in a residential care facility.

14 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$8.00	\$11.00	\$9.00
New hires, experienced	\$9.00	\$12.00	\$10.27
3 years with firm, experienced	\$7.48	\$16.00	\$11.86

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

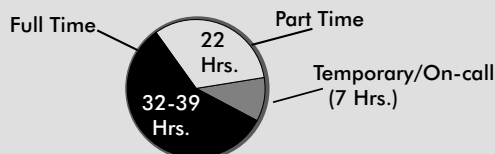


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	38%	46%	0%
Dental	38%	46%	0%
Vision	31%	31%	0%
Life	15%	23%	8%
Sick Leave	85%	0%	0%
Vacation	85%	0%	0%
Retirement	0%	31%	15%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



Swing
71%

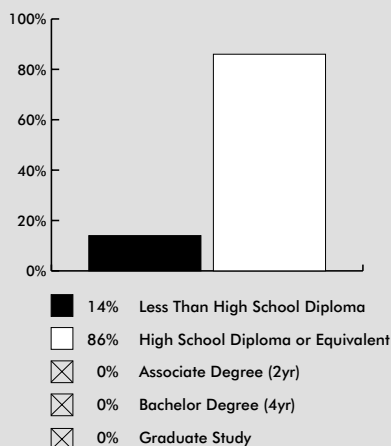


Graveyard
71%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	50%	7%	43%
Previous experience required: 11 mos. on average			
Training as a substitute for experience	54%	46%	0%
3 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Service Orientation
Social Perceptiveness
Active Listening
Speaking
Writing
Coordination
Judgment and
Decision Making
Time Management

computer skills

Word Processing

related occupations

31-1012.00	Nursing Aides, Orderlies, and Attendants
39-6031.00	Flight Attendants
39-9011.00	Child Care Workers
39-9021.00	Personal and Home Care Aides

tasks

- Changes bed linens, washes and irons patient's laundry, and cleans patient's quarters.
- Assists patients into and out of bed, automobiles, or wheelchair, to lavatory, and up and down stairs.
- Administers prescribed oral medication under written direction of physician or as

- directed by home care nurse and aide.
- Purchases, prepares, and serves food for patient and other members of family, following special prescribed diets.
- Massages patient and applies preparations and treatment, such as liniment or alcohol rubs and heat-lamp stimulation.
- Maintains records of services performed and of apparent condition of patient.
- Entertains patient, reads aloud, and plays cards and other games with patient.
- Performs variety of miscellaneous duties as requested, such as obtaining household supplies and running errands.



supply & demand (difficulty in finding applicants)

Fully experienced
& qualified

Inexperienced

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

X

X

Turnover = 21.2%
(Annual percentage rate of job turnover)



recruitment methods

100%	Employee Referrals
77%	Newspaper Ads
62%	Walk-In Applicants
23%	Internet
8%	In-House Promotion or Transfer
8%	School, Program Referrals



where the jobs are

- Home Health Care Services
- Hospitals
- Personnel Supply Services
- Residential Care



size of occupation

Size as of 2001 = 610
(small)



gender

M = 12%
F = 88%



projections

The projected growth for the period of 2001–2008 for **Home Health Aides** is 19.7% (much faster than average).



employment levels

Actual and projected growth
as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	86%	14%
Projected over the next 24 months	0%	86%	14%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Hotel, Motel, and Resort Desk Clerks

SOC 43-4081

Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

15 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$8.00	\$13.75	\$10.50
New hires, experienced	\$10.00	\$13.75	\$12.00
3 years with firm, experienced	\$11.67	\$16.00	\$13.50

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

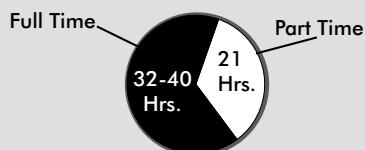


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	40%	60%	0%
Dental	27%	60%	0%
Vision	0%	47%	0%
Life	7%	33%	0%
Sick Leave	53%	33%	0%
Vacation	60%	33%	0%
Retirement	33%	40%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



Swing
100%

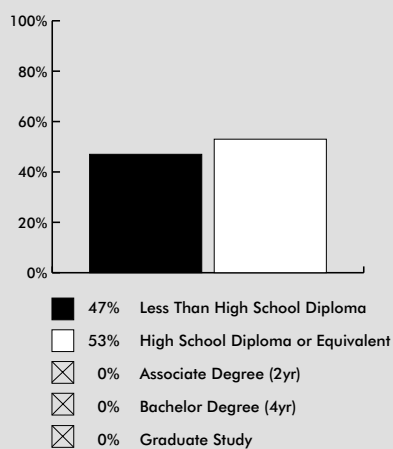


Graveyard
60%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	13%	40%	47%
Previous experience required: 10 mos. on average			
Training as a substitute for experience	89%	11%	0%
2 mos. of training on average can be substituted for experience.			

Hotel, Motel, and Resort Desk Clerks

skills & other requirements



skills

Service Orientation
Speaking
Active Listening
Mathematics
Coordination
Writing
Social Perceptiveness

computer skills

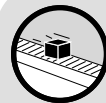
Word Processing

related occupations

35-3022.00	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop
35-3041.00	Food Servers, Nonrestaurant
39-3031.00	Ushers, Lobby Attendants, and Ticket Takers
41-2021.00	Counter and Rental Clerks
43-2021.02	Central Office Operators

tasks

- Greets, registers, and assigns rooms to guests of hotel or motel.
- Keeps records of room availability and guests' accounts, manually or using computer.
- Computes bill, collects payment, and makes change for guests.
- Makes and confirms reservations.
- Posts charges, such as room, food, liquor, or telephone, to ledger, manually or using computer.
- Transmits and receives messages, using telephone or telephone switchboard.
- Issues room key and escort instructions to bellhop.
- Date-stamps, sorts, and racks incoming mail and messages.
- Answers inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.
- Deposits guests' valuables in hotel safe or safe-deposit box.



supply & demand (difficulty in finding applicants)

Fully experienced
& qualified

Inexperienced

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

X

X

Turnover = 26.4%
(Annual percentage rate of job turnover)



recruitment methods

80%	Employee Referrals
60%	Internet
53%	In-House Promotion or Transfer
50%	Other - Word-of-Mouth
33%	Walk-In Applicants
27%	Newspaper Ads
20%	School, Program Referrals
13%	Colleges and Universities
7%	Union Hall Referrals



where the jobs are

• Hotels and Motels



size of occupation

Size as of 2001 = 420
(small)



gender

M = 43%
F = 57%



projections

The projected growth for the period of 2001-2008 for **Hotel, Motel and Resort Desk Clerks** is 21.4% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
20%	73%	7%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	60%	40%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Loan Officers

SOC 13-2072

Evaluate, authorize, or recommend approval of commercial, real estate, or credit loans. Advise borrowers on financial status and methods of payments. Includes mortgage loan officers and agents, collection analysts, loan servicing officers, and loan underwriters.

16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$8.00	\$19.18	\$16.78
\$10.00	\$28.77	\$19.18
\$13.00	\$38.36	\$23.60

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

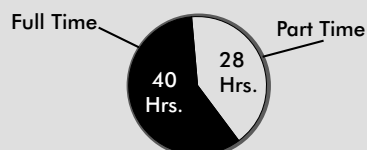


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	56%	44%	0%
Dental	56%	44%	0%
Vision	50%	44%	0%
Life	63%	31%	0%
Sick Leave	81%	19%	0%
Vacation	81%	19%	0%
Retirement	19%	81%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts

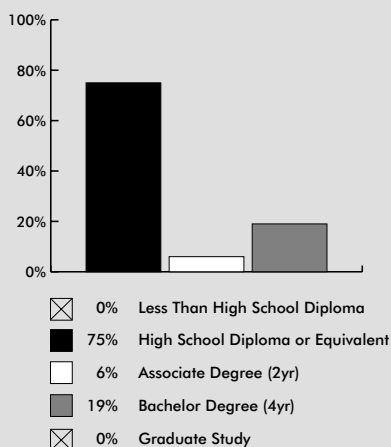


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	56%	0%	44%
Previous experience required: 33 mos. on average			
Training as a substitute for experience	38%	63%	0%
5 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Mathematics
Judgment and
Decision Making
Speaking
Active Listening
Reading
Comprehension
Critical Thinking

computer skills

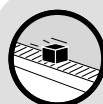
Word Processing
Spreadsheet
Database

related occupations

13-2041.00	Credit Analysts
13-2051.00	Financial Analysts
13-2052.00	Personal Financial Advisors
13-2081.00	Tax Examiners, Collectors, and Revenue Agents
13-2082.00	Tax Preparers

tasks

- Analyzes applicant's financial status, credit, and property evaluation to determine feasibility of granting loan.
- Approves loan within specified limits.
- Refers loan to loan committee for approval.
- Interviews applicant and requests specified information for loan application.
- Contacts applicant or creditors to resolve questions regarding application information.
- Ensures loan agreements are complete and accurate according to policy.
- Computes payment schedule.
- Submits application to credit analyst for verification and recommendation.
- Petitions court to transfer title and deeds of collateral to bank.
- Confers with underwriters to aid in resolving mortgage application problems.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 8.1%
(Annual percentage rate of job turnover)



recruitment methods

75%	Employee Referrals
56%	Internet
44%	Newspaper Ads
38%	In-House Promotion or Transfer
38%	Private Employment Agencies
13%	Other - Other Credit Unions
13%	Walk-In Applicants



where the jobs are

- Credit Unions
- Mortgage Bankers and Brokers
- Savings Institutions



size of occupation

Size as of 2001 = 380
(small)



gender

M = 35%
F = 65%



projections

The projected growth for the period of 2001–2008 for **Loan Officers** is 2.6% (slower than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
6%	69%	25%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	69%	31%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Medical and Clinical Laboratory Technicians SOC 29-2012

Perform routine medical laboratory tests for the diagnosis, treatment, and prevention of disease. May work under the supervision of a medical technologist.

14 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$11.51	\$20.62	\$16.30
\$15.34	\$26.37	\$19.18
\$16.78	\$32.00	\$22.18

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

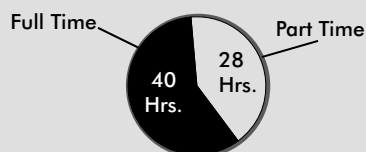


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	64%	36%	0%
Dental	64%	36%	0%
Vision	43%	36%	0%
Life	50%	7%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	7%	57%	21%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



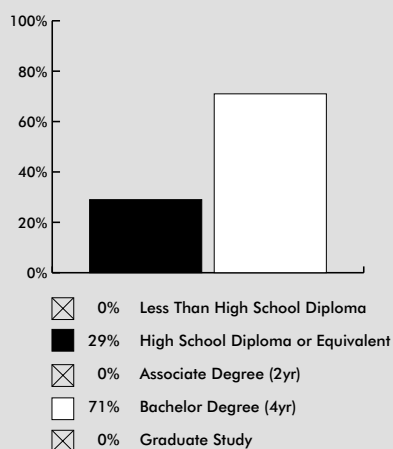
Swing
7%

Weekend
7%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	36%	21%	43%
Previous experience required: 15 mos. on average			
Training as a substitute for experience	36%	64%	0%
5 mos. of training on average can be substituted for experience.			

Medical and Clinical Laboratory Technicians

skills & other requirements



skills

Science
Mathematics
Operation and Control
Equipment Selection

related occupations

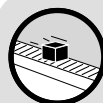
13-1041.06	Coroners
29-1021.00	Dentists, General
29-1022.00	Oral and Maxillofacial Surgeons
29-1041.00	Optometrists
29-1051.00	Pharmacists

computer skills

Word Processing
Spreadsheet
Database
MS Office

tasks

- Conducts quantitative and qualitative chemical analyses of body fluids, such as blood, urine, and spinal fluid.
- Performs blood counts, using microscope.
- Incubates bacteria for specified period and prepares vaccines and serums by standard laboratory methods.
- Conducts blood tests for transfusion purposes.
- Inoculates fertilized eggs, broths, or other bacteriological media with organisms.
- Tests vaccines for sterility and virus inactivity.
- Prepares standard volumetric solutions and reagents used in testing.
- Draws blood from patient, observing principles of asepsis to obtain blood sample.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 6.1%
(Annual percentage rate of job turnover)



recruitment methods

71%	Employee Referrals
71%	Internet
29%	Newspaper Ads
21%	Private Employment Agencies
14%	Colleges/Universities
14%	In-House Promotion or Transfer
14%	Other - Job Fair, Customers
7%	Trade Journals
7%	Walk-In Applicants



where the jobs are

- Hospitals
- Medical and Dental Laboratories
- Offices of Physicians



size of occupation

Size as of 2001 = 203
(small)



gender

M = 51%
F = 49%



projections

The projected growth for the period of 2001–2008 for **Medical and Clinical Laboratory Technicians** is 13.0% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	86%	14%
Projected over the next 24 months	7%	64%	29%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Medical and Clinical Laboratory Technologists

SOC 29-2011

Perform complex medical laboratory tests for diagnosis, treatment, and prevention of disease. May train or supervise staff.

14 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Non-Union		
Low	High	Median
\$22.85	\$32.60	\$27.73
\$19.25	\$35.96	\$28.77
\$23.50	\$45.55	\$34.28

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

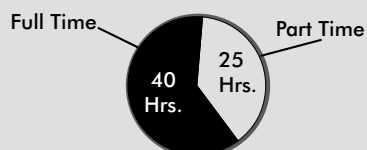


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	64%	36%	0%
Dental	71%	29%	0%
Vision	43%	29%	0%
Life	64%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	7%	57%	21%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



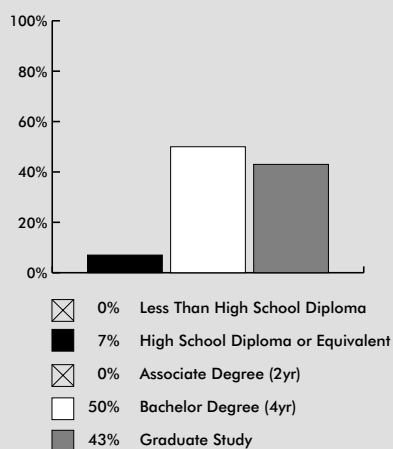
Day
100%

Weekend
7%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	86%	0%	14%
Previous experience required: 34 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

Medical and Clinical Laboratory Technologists

skills & other requirements



skills

Science
Reading
Comprehension
Critical Thinking
Active Learning
Writing
Speaking
Monitoring
Learning Strategies
Coordination
Judgment and
Decision Making

computer skills

Word Processing
Spreadsheet

related occupations

13-1041.06	Coroners
19-1020.01	Biologists
19-1022.00	Microbiologists
19-4021.00	Biological Technicians
29-1061.00	Anesthesiologists

tasks

- Cuts, stains, and mounts biological material on slides for microscopic study and diagnosis, following standard laboratory procedures.
- Examines slides under microscope to detect deviations from norm and to report abnormalities for further study.
- Analyzes samples of biological material

- for chemical content or reaction.
- Selects and prepares specimen and media for cell culture, using aseptic technique and knowledge of medium components and cell requirements.
- Harvests cell culture at optimum time sequence based on knowledge of cell cycle differences and culture conditions.
- Prepares slide of cell culture to identify chromosomes, views and photographs slide under photo- microscope, and prints picture.
- Cultivates, isolates, and assists in identifying microbial organisms, and performs various tests on these micro-organisms.
- Examines and tests human, animal, or other materials for microbial organisms.
- Conducts chemical analysis of body fluids, including blood, urine, and spinal fluid, to determine presence of normal and abnormal components.
- Performs tests to determine blood group, type, and compatibility for transfusion purposes.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

Fully experienced
& qualified

Inexperienced

Turnover = 2.3%
(Annual percentage rate of job turnover)



recruitment methods

71%	Employee Referrals
71%	Internet
36%	Newspaper Ads
36%	Private Employment Agencies
21%	In-House Promotion or Transfer
14%	Colleges/Universities
7%	Other - Job Fairs
7%	Trade Journals



where the jobs are

- Hospitals
- Medical and Dental Laboratories
- Offices of Physicians



size of occupation

Size as of 2001 = 220
(small)



gender

M = 56%
F = 44%



projections

The projected growth for the period of 2001–2008 for **Medical and Clinical Laboratory Technologists** is 9.1% (faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	86%	7%
Projected over the next 24 months	0%	79%	21%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Medical Assistants

SOC 31-9092

Perform administrative and certain clinical duties under the direction of physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

18 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$12.00	\$17.00	\$14.00
New hires, experienced	\$12.00	\$19.00	\$15.00
3 years with firm, experienced	\$15.50	\$21.58	\$18.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

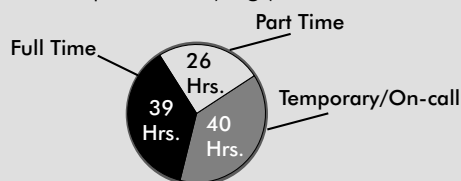


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	56%	44%	0%
Dental	28%	44%	6%
Vision	33%	28%	6%
Life	28%	17%	11%
Sick Leave	67%	11%	0%
Vacation	83%	11%	0%
Retirement	44%	33%	17%
Child Care	0%	0%	11%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts

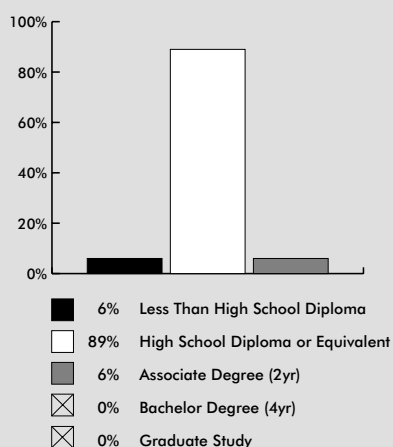


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	33%	0%	67%
Previous experience required: 12 mos. on average			
Training as a substitute for experience	39%	61%	0%
9 mos. of training on average can be substituted for experience.			

Medical Assistants

skills & other requirements



skills

Service Orientation
Writing
Active Listening
Speaking
Social Perceptiveness
Coordination
Operation and Control
Reading Comprehension
Science
Time Management

related occupations

29-1111.00 Registered Nurses
29-1124.00 Radiation Therapists
29-2033.00 Nuclear Medicine Technologists
29-2041.00 Emergency Medical Technicians and Paramedics
29-2061.00 Licensed Practical and Licensed Vocational Nurses

computer skills

Word Processing
Database

tasks

- Prepares treatment rooms for examination of patients.
- Hands instruments and materials to physician.
- Schedules appointments.
- Maintains medical records.
- Interviews patients, measures vital signs, weight, and height, and records information.
- Inventories and orders medical supplies and materials.
- Cleans and sterilizes instruments.
- Contacts medical facility or department to schedule patients for tests.
- Computes and mails monthly statements to patients and records transactions.
- Lifts and turns patients.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

Fully experienced & qualified

Inexperienced

Turnover = 10.8%
(Annual percentage rate of job turnover)



recruitment methods

67% Newspaper Ads
61% Employee Referrals
44% Internet
44% School, Program Referrals
22% Private Employment Agencies
6% Colleges/Universities
6% Employment Development Department
6% Walk-In Applicants



size of occupation

Size as of 2001 = 860
(medium)



gender

M = 4%
F = 96%



projections

The projected growth for the period of 2001–2008 for **Medical Assistants** is 19.8% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Projected over the next 24 months

Demand	Decline	Remain Stable	Grow
During the last 12 months	0%	89%	11%
Projected over the next 24 months	0%	100%	0%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Medical Secretaries

SOC 43-6013

Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$11.00	\$16.00	\$13.42
New hires, experienced	\$13.00	\$17.54	\$15.23
3 years with firm, experienced	\$15.34	\$20.14	\$18.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



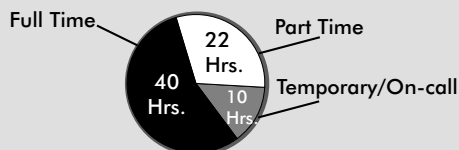
benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	73%	27%	0%
Dental	60%	27%	7%
Vision	33%	20%	20%
Life	40%	13%	27%
Sick Leave	87%	7%	0%
Vacation	93%	7%	0%
Retirement	47%	27%	20%
Child Care	0%	0%	7%
Other*	100%	0%	0%

*Continued Education



hours worked per week (avg.)



work shifts



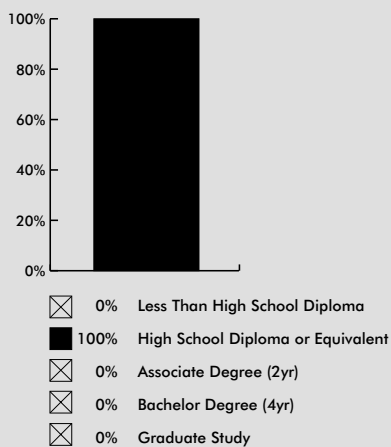
Day
100%

Weekend
6%

employer requirements



education



training & experience

Yes No Not Required but Preferred

Previous experience required 13% 13% 75%

Previous experience required: 13 mos. on average

Training as a substitute for experience 64% 36% 0%

2 mos. of training on average can be substituted for experience.

skills & other requirements



skills

Coordination
Writing
Reading
Comprehension
Active Listening
Speaking
Monitoring
Operation and Control
Social Perceptiveness

computer skills

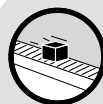
Word Processing
Database
Desktop Publishing

related occupations

43-3021.01	Statement Clerks
43-3061.00	Procurement Clerks
43-4021.00	Correspondence Clerks
43-4041.01	Credit Authorizers
43-4071.00	File Clerks

tasks

- Compiles and records medical charts, reports, and correspondence, using typewriter or personal computer.
- Schedules patient diagnostic appointments and medical consultations.
- Takes dictation in shorthand.
- Transcribes recorded messages and practitioner's diagnosis and recommendations into patient's medical record.
- Transmits correspondence and medical records by mail, e-mail, or fax.
- Answers telephone and directs call to appropriate staff.
- Greets visitors, ascertains purpose of visits, and directs to appropriate staff.
- Maintains medical records and correspondence files.
- Routes messages and documents such as laboratory results to appropriate staff.
- Prepares and transmits patients' bills.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 8.7%
(Annual percentage rate of job turnover)



recruitment methods

81%	Employee Referrals
69%	Newspaper Ads
56%	Internet
13%	School, Program Referrals
13%	Trade Journals
6%	Employment Development Department
6%	Private Employment Agencies
6%	Walk-In Applicants



where the jobs are

- Offices of Dentists
- Offices of Physicians



size of occupation

Size as of 2001 = 960
(medium)



gender

M = 4%
F = 96%



projections

The projected growth for the period of 2001-2008 for **Medical Secretaries** is 3.1% (slower than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
6%	81%	13%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	100%	0%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Network and Computer Systems Administrators SOC 15-1071

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialist and plan, coordinate, and implement network security measures.

15 firms responded

wages & benefits



wages

	Union & Non-Union		
	Low	High	Median
New hires, no experience	\$33.56	\$33.56	\$33.56
New hires, experienced	\$19.18	\$38.36	\$27.90
3 years with firm, experienced	\$26.37	\$45.55	\$31.24

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	33%	67%	0%
Dental	20%	80%	0%
Vision	20%	73%	0%
Life	33%	67%	0%
Sick Leave	80%	13%	0%
Vacation	80%	20%	0%
Retirement	7%	73%	7%
Child Care	0%	7%	0%
Other	0%	0%	0%



hours worked per week (avg.)

Full Time

40 Hrs.

work shifts



Day
100%



Swing
13%



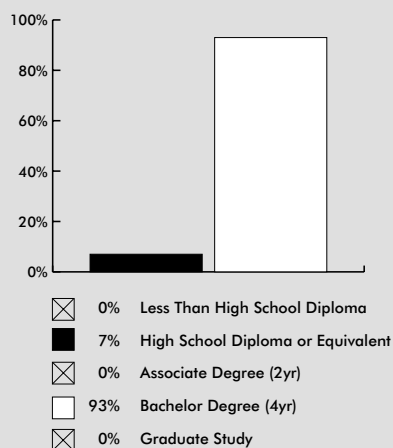
Graveyard
7%

Weekend
7%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	93%	0%	7%
Previous experience required: 41 mos. on average			
Training as a substitute for experience	0%	100%	0%
0 mos. of training on average can be substituted for experience.			

Network and Computer Systems Administrators

skills & other requirements



skills

Programming
Writing
Mathematics
Technology Design
Active Listening
Operations Analysis
Critical Thinking
Installation
Reading Comprehension
Equipment Selection

related occupations

15-1041.00	Computer Support Specialists
15-1051.00	Computer Systems Analysts
43-9031.00	Desktop Publishers
49-2094.00	Electrical and Electronics Repairers, Commercial and Industrial Equipment
51-4012.00	Numerical Tool and Process Control Programmers

computer skills

Word Processing	LAN
Spreadsheet	NT Servers
Database	
Desktop Publishing	
Legatto	
Oracle	
SQL Servers	
MS Office/Office Suite	

tasks

- Develops plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.
- Coordinates implementation of computer system plan with establishment personnel and outside vendors.
- Tests data processing system to ensure functioning of data processing activities and security measures.
- Modifies computer security files to incorporate new software, correct errors, or change individual access status.
- Confers with personnel to discuss issues such as computer data access needs, security violations, and programming changes.
- Monitors use of data files and regulates access to safeguard information in computer files.
- Writes reports to document computer security and emergency measures policies, procedures, and test results.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced			X

Turnover = 5.9%
 (Annual percentage rate of job turnover)



recruitment methods

87%	Internet
60%	Employee Referrals
47%	Newspaper Ads
27%	Private Employment Agencies
20%	In-House Promotion or Transfer
20%	Walk-In Applicants
7%	Colleges/Universities
7%	Employment Development Department



size of occupation

Size as of 2001 = 1,700
 (large)



gender

M = 76%
 F = 24%



projections

The projected growth for the period of 2001–2008 for **Network and Computer Systems Administrators** is 42.4% (much faster than average).



where the jobs are

- Computer and Data Processing Services
- Functions closely related to Banking
- Local Government, Except Hospitals and Education
- Professional and Commercial Equipment
- Research and Testing Services



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	93%	0%
Projected over the next 24 months	0%	80%	20%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Pharmacy Technicians

SOC 29-2052

Prepare medications under the direction of a pharmacist. May measure, mix, count out, label, and record amounts and dosages of medications.

15 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$11.00	\$17.32	\$13.00	\$8.00	\$15.00	\$11.00
New hires, experienced	\$12.00	\$19.46	\$14.50	\$11.00	\$16.00	\$14.00
3 years with firm, experienced	\$14.50	\$21.59	\$16.25	\$13.00	\$20.00	\$16.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



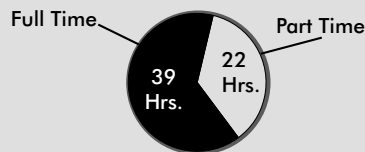
benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	62%	38%	0%
Dental	46%	46%	0%
Vision	31%	23%	0%
Life	15%	23%	0%
Sick Leave	92%	8%	0%
Vacation	92%	8%	0%
Retirement	46%	31%	0%
Child Care	0%	0%	0%
Other*	0%	100%	0%

*Continued Education



hours worked per week (avg.)



work shifts



Day
100%

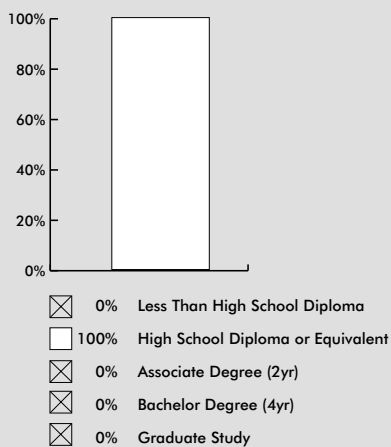


Swing
13%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
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Previous experience required	0%	0%	100%
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Previous experience required: 9 mos. on average

Training as a substitute for experience	87%	13%	0%
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4 mos. of training on average can be substituted for experience.

Pharmacy Technicians

skills & other requirements



skills

Reading
Comprehension
Mathematics
Active Listening
Science
Writing

computer skills

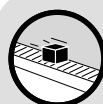
Word Processing

related occupations

29-2031.00	Cardiovascular Technologists and Technicians
29-2071.00	Medical Records and Health Information Technicians
29-2081.00	Opticians, Dispensing
31-9091.00	Dental Assistants
43-6013.00	Medical Secretaries

tasks

- Assists pharmacist to prepare and dispense medication.
- Mixes pharmaceutical preparations, fills bottles with prescribed tablets and capsules, and types labels for bottles.
- Processes records of medication and equipment dispensed to hospital patient, computes charges, and enters data in computer.
- Receives and stores incoming supplies.
- Counts stock and enters data in computer to maintain inventory records.
- Prepares intravenous (IV) packs, using sterile technique, under supervision of hospital pharmacist.
- Cleans equipment and sterilizes glassware according to prescribed methods.



supply & demand (difficulty in finding applicants)

Not	Moderately	Very
Difficult	Difficult	Difficult

Fully experienced
& qualified *

Inexperienced

X

*Employers surveyed do not require previous experience.

Turnover = 3.1%

(Annual percentage rate of job turnover)



recruitment methods

67%	Newspaper Ads
47%	School, Program Referrals
40%	Internet
33%	Employee Referrals
20%	Walk-In Applicants
13%	In-House Promotion or Transfer
13%	Private Employment Agencies



where the jobs are

- Drug Stores and Proprietary Stores
- Hospitals



size of occupation

Size as of 2001 = 270
(small)



gender

M = 39%
F = 61%



projections

The projected growth for the period of 2001–2008 for **Pharmacy Technicians** is 33.3% (much faster than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	93%	7%
Projected over the next 24 months	7%	73%	20%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Preschool Teachers, Except Special Education

SOC 25-2011

Instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

16 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$10.00	\$14.00	\$12.01
New hires, experienced	\$11.00	\$17.44	\$14.00
3 years with firm, experienced	\$14.00	\$18.75	\$16.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

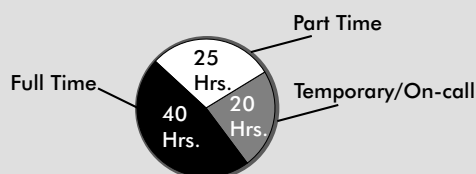


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	53%	47%	0%
Dental	40%	53%	0%
Vision	33%	40%	0%
Life	27%	20%	7%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	13%	60%	13%
Child Care	13%	27%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



Swing
6%



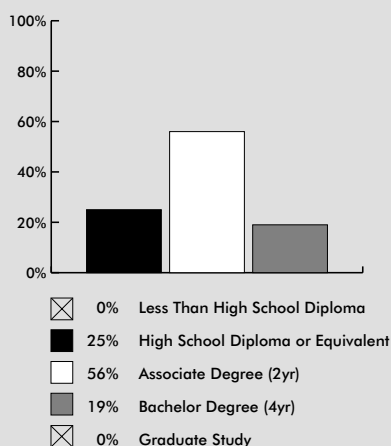
Graveyard
6%

Saturdays
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	25%	0%	75%
Previous experience required: 18 mos. on average			
Training as a substitute for experience	44%	56%	0%
3 mos. of training on average can be substituted for experience.			

Preschool Teachers, Except Special Education

skills & other requirements



skills

Speaking
Learning Strategies
Instructing
Social Perceptiveness
Active Listening
Reading
Comprehension
Monitoring
Coordination
Time Management
Service Orientation

computer skills

Word Processing
Spreadsheet
Database
Desktop Publishing

related occupations

21-1091.00	Health Educators
21-1093.00	Social and Human Service Assistants
25-2012.00	Kindergarten Teachers, Except Special Education
25-2021.00	Elementary School Teachers, Except Special Education
29-2051.00	Dietetic Technicians

tasks

- Instructs children in activities designed to promote social, physical, and intellectual growth in facility, such as preschool or day care center.
- Plans individual and group activities for children, such as learning to listen to instructions, playing with others, and using play equipment.
- Demonstrates activity.
- Structures play activities to instill concepts of respect and concern for others.
- Monitors individual and/or group activities to prevent accidents and promote social skills.
- Reads books to entire class or to small groups.
- Confers with parents to explain preschool program and to discuss ways they can develop their child's interest.
- Plans instructional activities for teacher aide.
- Administers tests to determine each child's level of development according to design of test.
- Attends staff meetings.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 5.1%
(Annual percentage rate of job turnover)



recruitment methods

81%	Employee Referrals
50%	Internet
44%	Newspaper Ads
31%	Colleges/Universities
25%	School, Program Referrals
19%	In-House Promotion or Transfer
13%	Trade Journals
13%	Walk-In Applicants



size of occupation

Size as of 2001 = 1,420
(large)



gender

M = 5%
F = 95%



projections

The projected growth for the period of 2001-2008 for **Preschool Teachers, except Special Education** is 9.2% (faster than average).



where the jobs are

- Child Day Care Services
- Local Government, Except Hospitals and Education



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	0%	81%	19%
Projected over the next 24 months	0%	75%	25%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Property, Real Estate and Community Association Managers SOC 11-9141

Plan, direct, or coordinate selling, buying, leasing, or governance activities of commercial, industrial, or residential real estate properties.

15 firms responded

wages & benefits



wages

	Non-Union		
	Low	High	Median
New hires, no experience	\$10.00	\$23.97	\$15.82
New hires, experienced	\$12.00	\$28.77	\$20.38
3 years with firm, experienced	\$12.00	\$38.36	\$23.97

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

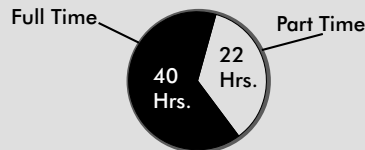


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	71%	29%	0%
Dental	43%	29%	0%
Vision	43%	21%	0%
Life	43%	0%	7%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	7%	43%	14%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%

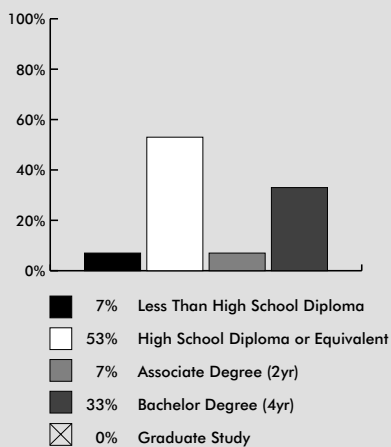
On-Call

Weekend
47%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	40%	7%	53%
Previous experience required: 27 mos. on average			
Training as a substitute for experience	43%	57%	0%
7 mos. of training on average can be substituted for experience.			

Property, Real Estate and Community Association Managers

skills & other requirements



skills

Speaking
Active Listening
Judgment and Decision Making
Management of Personnel Resources
Reading Comprehension
Coordination
Writing
Management of Financial Resources
Critical Thinking
Mathematics

computer skills

Word Processing
Spreadsheet
Database

related occupations

11-3061.00	Purchasing Managers
13-1011.00	Agents and Business Managers of Artists, Performers, and Athletes
13-1111.00	Management Analysts

tasks

- Manages and oversees operations, maintenance, and administrative functions for commercial, industrial, or residential properties.
- Directs collection of monthly assessments, rental fees and deposits, and payment of insurance premiums, mortgage, taxes, and incurred operating expenses.
- Meets with clients to negotiate management and service contracts, determine priorities, and discuss financial and operational status of property.
- Plans, schedules, and coordinates general maintenance, major repairs, and remodeling or construction projects for commercial or residential property.
- Investigates complaints, disturbances, and violations and resolves problems following management rules and regulations.
- Recruits, hires, and trains managerial, clerical, and maintenance staff, or contracts with vendors for security, maintenance, extermination, or groundskeeping personnel.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

Fully experienced & qualified

Inexperienced

Turnover = 18.2%
(Annual percentage rate of job turnover)



recruitment methods

80%	Employee Referrals
53%	Internet
47%	Newspaper Ads
20%	Walk-In Applicants
13%	In-House Promotion or Transfer
13%	Private Employment Agencies
7%	Employment Development Department
7%	Trade Journals



size of occupation

Size as of 2001 = 690
(medium)



gender

M = 42%
F = 58%



projections

The projected growth for the period of 2001–2008 for **Property, Real Estate, and Community Association Managers** is 2.9% (slower than average).



where the jobs are

- Real Estate Agents and Managers
- Real Estate Operators and Lessors



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Projected over the next 24 months

Decline	Remain Stable	Grow
0%	80%	20%
0%	87%	13%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Retail Salespersons

SOC 41-2031

Sell merchandise, such as furniture, motor vehicles, appliances, or apparel in a retail establishment.

15 firms responded

wages & benefits



wages

	Union & Non-Union		
	Low	High	Median
New hires, no experience	\$6.75	\$17.26	\$10.00
New hires, experienced	\$7.25	\$23.01	\$15.00
3 years with firm, experienced	\$9.50	\$28.77	\$17.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



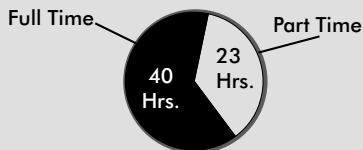
benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	43%	50%	0%
Dental	43%	36%	0%
Vision	21%	29%	0%
Life	14%	14%	0%
Sick Leave	93%	0%	0%
Vacation	93%	0%	0%
Retirement	0%	50%	7%
Child Care	0%	0%	0%
Other*	0%	100%	0%

*Profit Sharing



hours worked per week (avg.)



work shifts



Day
100%



Swing
7%



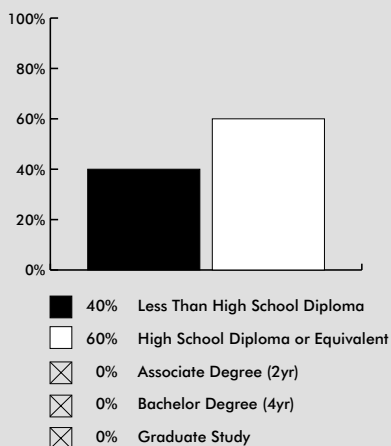
Graveyard
7%

Weekend
20%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	0%	33%	67%
Previous experience required: 11 mos. on average			
Training as a substitute for experience	90%	10%	0%
3 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Speaking
Active Listening
Social Perceptiveness
Writing
Persuasion
Reading
Comprehension
Customer Service Skills

computer skills

Word Processing
Database

related occupations

41-2021.00	Counter and Rental Clerks
41-4011.01	Sales Representatives, Agricultural
41-4011.05	Sales Representatives, Medical
41-4011.06	Sales Representatives, Instruments
43-4051.02	Customer Service Representatives, Utilities

tasks

- Prepares sales slip or sales contract.
- Computes sales price of merchandise.
- Describes merchandise and explains use, operation, and care of merchandise to customers.
- Sells or arranges for delivery, insurance, financing, or service contracts for merchandise.
- Totals purchases, receives payment, makes change, or processes credit transaction.
- Recommends, selects, and obtains merchandise based on customer needs and desires.
- Demonstrates use or operation of merchandise.
- Greets customer.
- Fits or assists customers in trying on merchandise.
- Estimates quantity and cost of merchandise required, such as paint or floor covering.



supply & demand (difficulty in finding applicants)

	Not	Moderately	Very
	Difficult	Difficult	Difficult

Fully experienced
& qualified*

Inexperienced X

*Employers surveyed do not require previous experience.

Turnover = 21.6%
(Annual percentage rate of job turnover)



recruitment methods

93%	Employee Referrals
53%	Newspaper Ads
40%	Walk-In Applicants
27%	Other - Signs, Customer Referral
13%	In-House Promotion or Transfer
13%	Internet
13%	Private Employment Agencies
7%	Employment Development Department



size of occupation

Size as of 2001 = 12,060
(very large)



gender

M = 55%
F = 45%



projections

The projected growth for the period of 2001–2008 for **Retail Salespersons** is 12.3% (much faster than average).



where the jobs are

- Department Stores
- Family Clothing Stores
- Furniture and Homefurnishings Stores
- Lumber and Other Building Materials
- Miscellaneous Shopping Goods Stores
- New and Used Car Dealers
- Radio, Television, and Computer Stores



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	80%	20%
0%	80%	20%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Roofers

SOC 47-2181

Cover roofs of structures with shingles, slate, asphalt, aluminum, wood, and related materials. May spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures.

15 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$10.00	\$12.00	\$11.00	\$10.00	\$11.00	\$10.00
New hires, experienced	\$11.00	\$17.28	\$16.00	\$11.00	\$21.67	\$14.00
3 years with firm, experienced	\$15.00	\$25.00	\$17.28	\$12.00	\$25.00	\$19.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



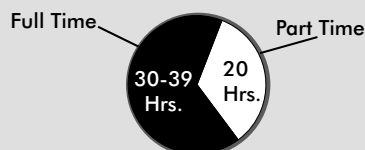
benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	7%	27%	0%
Dental	7%	27%	0%
Vision	7%	13%	0%
Life	7%	7%	0%
Sick Leave	13%	7%	0%
Vacation	13%	7%	0%
Retirement	7%	7%	0%
Child Care	0%	0%	0%
Other*	100%	0%	0%

*Workman's compensation



hours worked per week (avg.)



work shifts

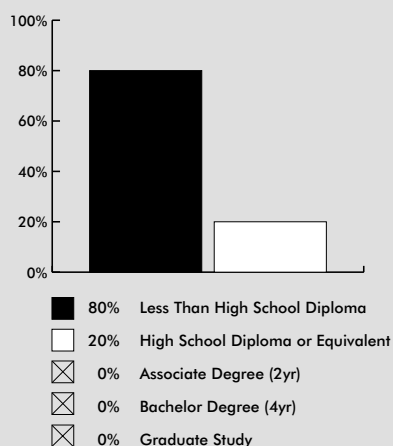


Day
100%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	33%	13%	53%
Previous experience required: 15 mos. on average			
Training as a substitute for experience	69%	31%	0%
9 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Equipment Selection
Operation and Control
Coordination
Installation

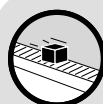
Ability to Read and Follow
Directions
Ability to Write Legibly
Oral Communication Skills

related occupations

47-2021.00	Brickmasons and Blockmasons
47-2022.00	Stonemasons
47-2031.02	Rough Carpenters
47-2031.04	Ship Carpenters and Joiners
47-2121.00	Glaziers

tasks

- Fastens composition shingles or sheets to roof with asphalt, cement, or nails.
- Applies alternate layers of hot asphalt or tar and roofing paper until roof covering is completed as specified.
- Aligns roofing material with edge of roof.
- Overlaps successive layers of roofing material, determining distance of overlap, using chalkline, gauge on shingling hatchet, or lines on shingles.
- Cuts strips of flashing and fits them into angles formed by walls, vents, and intersecting roof surfaces.
- Mops or pours hot asphalt or tar onto roof base when applying asphalt or tar and gravel to roof.
- Applies gravel or pebbles over top layer, using rake or stiff-bristled broom.
- Cuts roofing paper to size and nails or staples paper to roof in overlapping strips to form base for roofing materials.
- Punches holes in slate, tile, terra cotta, or wooden shingles, using punch and hammer.
- Insulates, soundproofs, and seals buildings with foam, using spray gun, air



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	

Turnover = 8.4%
(Annual percentage rate of job turnover)



recruitment methods

93% Employee Referrals
60% Walk-In Applicants
20% Union Hall Referrals
7% Internet
7% Newspaper Ads



where the jobs are

- Roofing, Siding and Sheet Metal Work



size of occupation

Size as of 2001 = 410
(small)



gender

M = 99%
F = 1%



projections

The projected growth for the period of 2001-2008 for **Roofers** is -4.9% (decline).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	80%	13%
Projected over the next 24 months	0%	67%	33%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Sales Managers

SOC 11-2022

Direct the actual distribution or movement of a product or service to the customer. Coordinate sales distribution by establishing sales territories, quotas, and goals and establish training programs for sales representatives. Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers.

16 firms responded

wages & benefits



wages

	Non-Union		
	Low	High	Median
New hires, no experience	\$28.77	\$28.77	\$28.77
New hires, experienced	\$16.78	\$57.53	\$28.77
3 years with firm, experienced	\$28.77	\$74.31	\$39.80

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

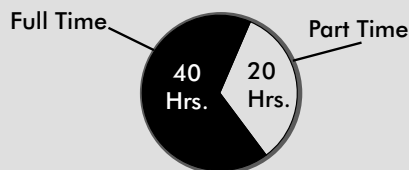


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	40%	60%	0%
Dental	33%	67%	0%
Vision	33%	60%	0%
Life	47%	47%	0%
Sick Leave	67%	27%	0%
Vacation	73%	27%	0%
Retirement	27%	53%	13%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



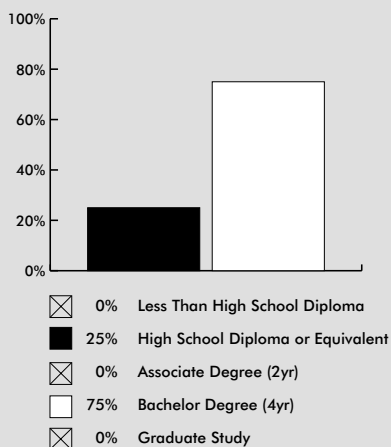
Day
100%

Travel Overnight
6%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	94%	6%	0%
Previous experience required: 53 mos. on average			
Training as a substitute for experience	7%	93%	0%
3 mos. of training on average can be substituted for experience.			

skills & other requirements



skills

Speaking
Coordination
Critical Thinking
Time Management
Reading Comprehension
Judgment and Decision Making
Service Orientation
Active Learning
Social Perceptiveness

computer skills

Word Processing
Spreadsheet
Database
MS Office

related occupations

11-2021.00	Marketing Managers
11-9032.00	Education Administrators, Elementary and Secondary School
11-9081.00	Lodging Managers
13-1011.00	Agents and Business Managers of Artists, Performers, and Athletes
13-1022.00	Wholesale and Retail Buyers, Except Farm Products

tasks

- Directs and coordinates activities involving sales of manufactured goods, service outlets, technical services, operating retail chain, and advertising services for publication.
- Plans and directs staffing, training, and performance evaluations to develop and control sales and service programs.
- Directs, coordinates, and reviews activities in sales and service accounting and record keeping, and receiving and shipping operations.
- Analyzes marketing potential of new and existing store locations, sales statistics, and expenditures to formulate policy.
- Confers or consults with department heads to plan advertising services, secure information on appliances and equipment, and customer required specifications.
- Reviews operational records and reports to project sales and determine profitability.
- Advises dealers and distributors on policies and operating procedures to ensure functional effectiveness of business.



supply & demand (difficulty in finding applicants)

Fully experienced & qualified

Inexperienced

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

X

X

Turnover = 18.8%

(Annual percentage rate of job turnover)



recruitment methods

81%	Internet
69%	Employee Referrals
31%	Newspaper Ads
25%	Private Employment Agencies
13%	In-House Promotion or Transfer
6%	Colleges/Universities
6%	School, Program Referrals
6%	Trade Journals



size of occupation

Size as of 2001 = 1,540
(large)



gender

M = 63%
F = 37%



projections

The projected growth for the period of 2001–2008 for **Sales Managers** is 20.8% (much faster than average).



where the jobs are

- Computer and Data Processing Services
- Grocery Stores
- Hotels and Motels
- Insurance Agents, Brokers, and Services
- Landscape and Horticultural Services
- Measuring and Controlling Devices
- Miscellaneous Business Services
- New and Used Car Dealers
- Professional and Commercial Equipment
- Radio, Television, and Computer Stores



employment levels

Actual and projected growth as stated by employers surveyed.

During the last 12 months

Projected over the next 24 months

Decline	Remain Stable	Grow
0%	75%	25%
0%	75%	25%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Shipping, Receiving, and Traffic Clerks

SOC 43-5071

Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.

16 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$8.10	\$18.18	\$9.00	\$8.50	\$11.99	\$10.00
New hires, experienced	\$9.95	\$18.18	\$12.58	\$10.00	\$18.14	\$14.38
3 years with firm, experienced	\$9.95	\$18.18	\$14.08	\$12.00	\$23.01	\$16.89

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.



benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	50%	50%	0%
Dental	44%	50%	0%
Vision	31%	38%	6%
Life	31%	13%	6%
Sick Leave	75%	6%	0%
Vacation	94%	6%	0%
Retirement	50%	31%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)

Full Time

40 Hrs.

work shifts



Day
100%

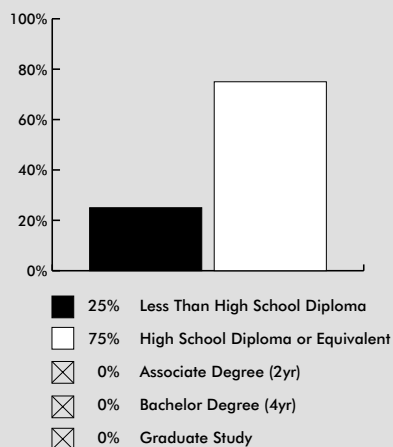


Swing
13%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required	56%	6%	38%
------------------------------	-----	----	-----

Previous experience required: 16 mos. on average

Training as a substitute for experience	53%	47%	0%
---	-----	-----	----

6 mos. of training on average can be substituted for experience.

Shipping, Receiving, and Traffic Clerks

skills & other requirements



skills

Science
Reading
Comprehension
Active Learning
Critical Thinking
Writing
Judgment and
Decision Making
Speaking
Operations Analysis
Active Listening
Mathematics

computer skills

Word Processing
Spreadsheet

related occupations

43-3061.00 Procurement Clerks
43-5061.00 Production, Planning, and Expediting Clerks
43-5081.03 Stock Clerks- Stockroom, Warehouse, or Storage Yard
43-5111.00 Weighers, Measurers, Checkers, and Samplers, Recordkeeping
43-9051.02 Mail Clerks, Except Mail Machine Operators and Postal Service

tasks

- Examines contents and compares with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Records shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and record-keeping purposes.
- Determines shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Contacts carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Packs, seals, labels, and affixes postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepares documents, such as work orders, bills of lading, and shipping orders to route materials.
- Computes amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.



supply & demand (difficulty in finding applicants)

Fully experienced
& qualified

Inexperienced

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced	X		

Turnover = 8.1%
(Annual percentage rate of job turnover)



recruitment methods

75%	Employee Referrals
50%	Internet
50%	Newspaper Ads
25%	Employment Development Department
19%	Union Hall Referrals
13%	In-House Promotion or Transfer
13%	Private Employment Agencies
13%	Walk-In Applicants



size of occupation

Size as of 2001 = 2,120
(large)



gender

M = 84%
F = 16%



projections

The projected growth for the period of 2001-2008 for **Shipping, Receiving, and Traffic Clerks** is 1.9% (slower than average).



where the jobs are

- Computer and Data Processing Services
- Department Stores
- Freight Transportation Arrangement
- Grocery Stores
- Lumber and Other Building Materials
- Measuring and Controlling Devices
- Miscellaneous Shopping Goods Stores
- Personnel Supply Services



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Projected over
the next
24 months

Demand	Decline	Remain Stable	Grow
During the last 12 months	6%	88%	6%
Projected over the next 24 months	0%	94%	6%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Truck Drivers, Heavy and Tractor-Trailer

SOC 53-3032

Drive a tractor-trailer combination or a truck with a capacity of at least 26,000 GVW, to transport and deliver goods, livestock, or materials in liquid, loose, or packaged form. May be required to unload truck. May require use of automated routing equipment. Requires commercial drivers' license.

15 firms responded

wages & benefits



wages

	Union			Non-Union		
	Low	High	Median	Low	High	Median
New hires, no experience	\$15.98	\$17.00	\$16.49	\$12.00	\$16.00	\$14.70
New hires, experienced	\$15.98	\$20.00	\$19.00	\$13.00	\$20.00	\$15.50
3 years with firm, experienced	\$20.00	\$22.50	\$22.50	\$16.00	\$26.00	\$20.50

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

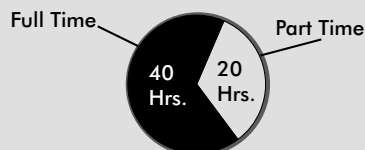


benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	40%	60%	0%
Dental	33%	53%	0%
Vision	33%	33%	0%
Life	27%	13%	0%
Sick Leave	80%	13%	0%
Vacation	80%	13%	0%
Retirement	20%	33%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%



hours worked per week (avg.)



work shifts



Day
100%



Swing
20%

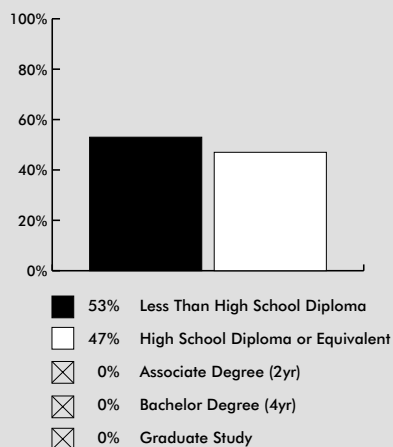


Graveyard
27%

employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	53%	20%	27%
Previous experience required: 12 mos. on average			
Training as a substitute for experience	42%	58%	0%
2 mos. of training on average can be substituted for experience.			

Truck Drivers, Heavy and Tractor-Trailer

skills & other requirements



skills

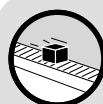
Speaking
Active Listening
Social Perceptiveness
Writing
Persuasion
Reading
Comprehension

related occupations

47-2071.00	Paving, Surfacing, and Tamping Equipment Operators
53-3032.02	Tractor-Trailer Truck Drivers
53-3033.00	Truck Drivers, Light or Delivery Services
53-4013.00	Rail Yard Engineers, Dinkey Operators, and Hostlers
53-4021.02	Railroad Yard Workers

tasks

- Drives truck with capacity of more than 3 tons to transport and deliver cargo, materials, or damaged vehicle.
- Maintains radio or telephone contact with base or supervisor to receive instructions or be dispatched to new location.
- Maintains truck log according to state and federal regulations.
- Keeps record of materials and products transported.
- Position blocks and ties rope around items to secure cargo for transport.
- Cleans, inspects, and services vehicle.
- Operates equipment on vehicle to load, unload, or disperse cargo or materials.
- Obtains customer signature or collects payment for goods delivered and delivery charges.
- Assists in loading and unloading truck manually.



supply & demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 14.1%
(Annual percentage rate of job turnover)



recruitment methods

73%	Employee Referrals
60%	Newspaper Ads
33%	Walk-In Applicants
20%	Internet
13%	In-House Promotion or Transfer
7%	Employment Development Department
7%	Other - Billboards



where the jobs are

- Air Transportation, Scheduled
- Automotive Services, Except Repair
- Concrete, Gypsum, and Plaster Products
- Groceries and Related Products
- Local Government, Except Hospitals and Education
- Lumber and Construction Materials
- Paints and Allied Products
- Sanitary Services
- Trucking and Courier Services, Except Air



size of occupation

Size as of 2001 = 1,510
(large)



gender

M = 96%
F = 4%



projections

The projected growth for the period of 2001–2008 for **Truck Drivers, Heavy and Tractor-Trailer** is 5.3% (slower than average).



employment levels

Actual and projected growth as stated by employers surveyed.

During the
last 12
months

Decline	Remain Stable	Grow
7%	73%	20%

Projected over
the next
24 months

Decline	Remain Stable	Grow
0%	73%	27%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Truck Drivers, Light or Delivery Services

SOC 53-3033

Drive a truck or van with a capacity of under 26,000 GVW, primarily to deliver or pick up merchandise or to deliver packages within a specified area. May require use of automatic routing or location software. May load and unload truck.

17 firms responded

wages & benefits



wages

New hires,
no experience

New hires,
experienced

3 years with firm,
experienced

Union & Non-Union

	Low	High	Median
New hires, no experience	\$6.75	\$15.95	\$11.00
New hires, experienced	\$8.00	\$17.50	\$13.00
3 years with firm, experienced	\$9.00	\$25.00	\$16.00

Wages are shown to the nearest cent, but they should not be interpreted as an indication of precision.

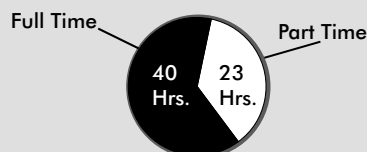


benefits

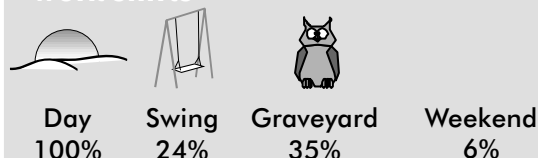
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	35%	65%	0%
Dental	24%	53%	0%
Vision	12%	41%	0%
Life	18%	18%	0%
Sick Leave	76%	12%	0%
Vacation	88%	12%	0%
Retirement	35%	29%	6%
Child Care	0%	6%	0%
Other	0%	0%	0%



hours worked per week (avg.)



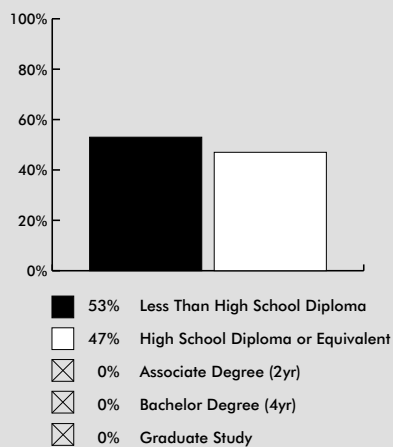
work shifts



employer requirements



education



training & experience

	Yes	No	Not Required but Preferred
Previous experience required	6%	35%	59%
Previous experience required: 13 mos. on average			
Training as a substitute for experience	91%	9%	0%
2 mos. of training on average can be substituted for experience.			

Truck Drivers, Light or Delivery Services

skills & other requirements



skills

Operation
and Control

computer skills

Word Processing

related occupations

53-3021.00	Bus Drivers, Transit and Intercity
53-3022.00	Bus Drivers, School
53-3032.01	Truck Drivers, Heavy
53-3032.02	Tractor-Trailer Truck Drivers
53-4013.00	Rail Yard Engineers, Dinkey Operators, and Hostlers

tasks

- Drives tractor-trailer combination, applying knowledge of commercial driving regulations, to transport and deliver products, livestock, or materials, usually over long distance.
- Maneuvers truck into loading or unloading position, following signals from loading crew as needed.
- Drives truck to weigh station before and after loading, and along route to document weight and conform to state regulations.
- Maintains driver log according to I.C.C. regulations.
- Inspects truck before and after trips and submits report indicating truck condition.
- Reads bill of lading to determine assignment.
- Fastens chain or binders to secure load on trailer during transit.
- Loads or unloads, or assists in loading and unloading truck.
- Works as member of two-person team driving tractor with sleeper bunk behind cab.
- Services truck with oil, fuel, and radiator fluid to maintain tractor-trailer.



supply & demand

(difficulty in finding applicants)

Not Difficult	Moderately Difficult	Very Difficult
------------------	-------------------------	-------------------

Fully experienced
& qualified

X

Inexperienced

X

Turnover = 7.0%

(Annual percentage rate of job turnover)



recruitment methods

94%	Employee Referrals
71%	Newspaper Ads
47%	Walk-In Applicants
12%	Employment Development Department
12%	Internet
6%	In-House Promotion or Transfer



where the jobs are

- Air Transportation, Scheduled
- Automotive Repair Shops
- Beer, Wine, and Distilled Beverages
- Eating and Drinking Places
- Furniture and Homefurnishings Stores
- Groceries and Related Products
- Motor Vehicles, Parts and Supplies
- New and Used Car Dealers
- Research and Testing Services
- Trucking and Courier Services, Except Air



size of occupation

Size as of 2001 = 3,540
(very large)



gender

M = 99%
F = 1%



projections

The projected growth for the period of 2001–2008 for **Truck Drivers, Light or Delivery Services** is 3.4% (slower than average).



employment levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	18%	71%	12%
Projected over the next 24 months	0%	65%	35%

Please refer to appendices B & C to locate training providers for this occupation in San Mateo County.

Acknowledgements

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San Mateo County Workforce Investment Board
Jayne Battey, Chair
Fred Slone, Director of Workforce Development

NOVA Workforce Board:

Clysta Seney, Chairperson
Poncho Guevara, Vice Chairperson - Public Sector
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Manoj Rijhwani, Data Collection Technician
Kenneth Dodds, Graphic Designer
Dana Kelly, Graphic Designer

We Would Also Like To Recognize

EDD's Labor Market Information Division Staff:

Randy Robin, Research Analyst
www.calmis.ca.gov

Employers:

The employers who contributed their valuable time to answer our occupational surveys.

Resources:

Employers, educators, union representatives and other resource people who were contacted because of their expertise in the occupation.

Appendix A: Previously Studied Occupations

Accountants and Auditors: 2002
Adjustment Clerks: 2001
Aircraft Mechanics: 2001
Automotive Mechanics: 2002
Bakers - Bread and Pastry: 2002
Biological Scientists: 2002
Biotechnology Laboratory Assistants: 2002
Biotechnology Research Assistants: 2002
Cardiology Technologists: 2001
Cashiers: 2001
Combined Food Preparation and Service Workers:
2001
Computer Aided Design (CAD) Technicians: 2001
Computer Engineers: 2001
Computer Network Technicians: 2001
Computer Programmers, Including Aides: 2002
Construction Managers: 2001
Cooks - Restaurants: 2002
Counter and Rental Clerks: 2001
Database Administrators: 2002
Dieticians and Nutritionists: 2001
Electrical and Electronic Engineering Technicians
and Technologists: 2002
Electricians: 2002
Elementary School Teachers: 2002
Financial Managers: 2001
First Line Supervisors and Managers/Supervisors -
Sales and Related Occupations: 2001
Flight Attendants: 2001
Graphic Designers: 2001
Guards and Watch Guards: 2002
Hairdressers, Hairstylists, and Cosmetologists: 2002
Heating, Air Conditioning, and Refrigeration
Mechanics and Installers: 2001
Internet Web Site Designers/Developers
(Webmasters): 2001
Maids and Housekeeping Cleaners: 2001
Mechanical Engineers: 2001

Nurse Aides: 2002
Painter, Paperhangers - Construction and
Maintenance: 2002
Paralegal Personnel: 2001
Personnel, Training and Labor Relations Managers:
2002
Physicians' Assistants: 2001
Police Patrol Officers: 2001
Radiologic Technologists: 2001
Receptionists and Information Clerks: 2002
Registered Nurses: 2002
Reservation and Transportation Ticket Agents: 2001
Special Education Teachers: 2002
Stock Clerks - Stockroom, Warehouse, Storage Yard:
2002
Teachers - Secondary School 2001
Telephone and Cable T.V. Line Installers and
Repairers: 2002

Appendix B: Training Providers by Occupation

AUTOMOTIVE BODY AND RELATED REPAIRERS

San Mateo Regional Occupational Program (ROP)
Skyline College

BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS

American Business College International
Canada College
College of San Mateo
Jefferson Adult School
San Mateo Regional Occupational Program (ROP)
Skyline College

CHEMISTS

Cañada College
College of San Mateo

CHILD CARE WORKERS

San Mateo Regional Occupational Program (ROP)

CHILD, FAMILY, AND SCHOOL SOCIAL WORKERS

None

COMPUTER SUPPORT SPECIALISTS

American Business College International
Bay Area ExecuTrain
Cañada College
CompUSA Super Training Center
College of San Mateo
New Technology Computing, Inc.
Notre Dame de Namur University
San Mateo Regional Occupational Program (ROP)
Skyline College

DENTAL ASSISTANTS

College of San Mateo
San Mateo Regional Occupational Program (ROP)

DENTAL HYGIENISTS

San Mateo Regional Occupational Program (ROP)

HOME HEALTH AIDES

Providence Vocational School

HOTEL, MOTEL, AND RESORT DESK CLERKS

San Mateo Regional Occupational Program (ROP)
Skyline College

LOAN OFFICERS

None

MEDICAL ASSISTANTS

San Mateo Regional Occupational Program (ROP)
College of San Mateo
Sequoia Adult School

MEDICAL AND CLINICAL LABORATORY TECHNICIANS

American Business College International

MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

American Business College International

MEDICAL SECRETARIES

College of San Mateo
American Business College International

NETWORK AND COMPUTER SYSTEMS ADMINISTRATORS

American Business College International
Cañada College
Skyline College
College of San Mateo
New Technology Computing, Inc.
Notre Dame de Namur University
Bay Area ExecuTrain

ROOFERS

None

PRESCHOOL TEACHERS, EXCEPT SPECIAL EDUCATION

Cañada College
San Mateo Regional Occupational Program (ROP)

PHARMACY TECHNICIANS

Jefferson Adult School

PROPERTY AND REAL ESTATE MANAGERS

Anthony Schools of San Francisco
College of San Mateo

RETAIL SALESPERSONS

Skyline College

SALES MANAGERS

Cañada College
College of San Mateo

SHIPPING, RECEIVING, AND TRAFFIC CLERKS

Opportunities Industrialization Center West

TRUCK DRIVERS, HEAVY

None

TRUCK DRIVERS, LIGHT OR DELIVERY SERVICES

None

Appendix C: Index of Training Providers

A Plus Learning Center

92 East 21st Avenue
San Mateo, CA 94403
Phone: (650) 286-1688
Fax: (650) 286-1689
Website:
www.apluslearningcenter.info

American Business College International

6755 Mission Street
Daly City, CA 94014
Phone: (650) 755-9191
Fax: (650) 757-8297
Website: www.americanbci.com

Anthony Schools of San Francisco

1155 Chess Drive, Suite 108
Foster City, CA 94404
Phone: (650) 570-2284
Fax: (650) 570-2243
Website: www.anthonysf.com

Bay Area Executrain

1065 East Hillsdale Boulevard,
Suite 401
Foster City, CA 94404
Phone: (650) 573-9675
Fax: (800) 211-4111
www.bayareaexecutrain.com

Cabrillo Adult School

498 Kelly Avenue
Half Moon Bay, CA 94019
Phone: (650) 712-7224
Fax: (650) 712-7225
Website: www.cabrillo.k12.ca.us

Cañada College

4200 Farm Hill Boulevard
Redwood City, CA 94061
Phone: (650) 306-3100
Fax: (650) 306-3457
Website:
www.canadacollege.net

College of San Mateo

1700 West Hillsdale Boulevard
San Mateo, CA 94402-3784
Phone: (650) 574-6161
Fax: (650) 574-6506
Website:
www.collegeofsanmateo.edu

CompUSA Super Training Center

1250 El Camino Real
San Bruno, CA 94066
Phone: (650) 244-4730
Fax: (650) 244-4755
Website:
www.compusa.com/training

Contractors State License Schools

101B Hickey Boulevard
South San Francisco, CA 94080
Phone: (650) 755-5582
Fax: (650) 755-5598
Website: www.cslscorp.com

Diamond Aviation

620 Airport Drive #1
San Carlos, CA 94070
Phone: (650) 591-7611
Fax: (650) 591-3325
Website: www.ksql.com

Golden Gate School of Professional Photography

Mailing address: PO Box F
San Mateo, CA 94402
Physical address: Various sites
in California
Phone: (650) 548-0889
Fax: (650) 347-3141
Website:
www.goldengateschool.org

H&R Block Tax School

99 El Camino Real
San Carlos, CA 94070
Phone: (650) 592-2013
Fax: (650) 592-2060
Website: www.hrblock.com

Hilltop Beauty School, Inc.

6317 Mission Street
Daly City, CA 94014
Phone: (650) 756-2720
Fax: (650) 756-0236

Home Study, Inc.**DBA American Schools**

1310 Bayshore Highway #11
Burlingame, CA 94010
Phone: (310) 378-1341
Fax: (310) 375-3850
Website:
www.americanschoolsonlines.com

Hospital Consortium Education

1600 Trousdale Drive
Burlingame, CA 94010
Phone: (650) 696-7860
Fax: (650) 696-7864
Website:
www.hospitalconsort.org

IBEW Local Union 617

625 Industrial Road
San Carlos, CA 94070
Phone: (650) 591-5217
Fax: (650) 591-5219

Jackson Arms

710 Dubuque Avenue
South San Francisco, CA
94080
Phone: (650) 588-4209
Fax: (650) 588-1845
Website:
www.jacksonarms.com

Appendix C: Index of Training Providers

Jefferson Adult School
699 Serramonte Boulevard,
Suite 111
Daly City, CA 94015
Phone: (650) 550-7890
Fax: (650) 550-7889
Website: www.juhsd.k12.ca.us

Menlo College
1000 El Camino Real
Atherton, CA 94027
Phone: (650) 543-3723
Fax: (650) 543-4496
Website: www.menlo.edu
Email: admissions@menlo.edu

**Mills-Peninsula Health
Service School of Radiologic
Technology**
1783 El Camino Real
Burlingame, CA 94010
Phone: (650) 696-5519
Fax: (650) 696-5995
Website:
www.millspeninsula.org

NCP Vocational School
257 Longford Drive
South San Francisco, CA 94080
Phone: (650) 871-0701
Fax: (650) 871-0703
Website:
www.ncpvocational.com

**New Technology Computing,
Inc.**
1838 El Camino Real, Suite 111
Burlingame, CA 94010
Phone: (650) 692-8228
Fax: (650) 692-2838
Website: www.ntcom.com

**Notre Dame de Namur
University**
1500 Ralston Avenue
Belmont, CA 94002
Phone: (650) 508-3500
Fax: (650) 508-3660
Website: www.ndnu.edu

**Opportunities Industrialization
Center West**
1200 O'Brien Drive
Menlo Park, CA 94025
Phone: (650) 330-6429
Fax: (650) 330-6401
Website: www.oicw.org
Email: info@oicw.org

**Physiquest Vitality
Sciences Institute**
407 North San Mateo Drive
San Mateo, CA 94401
Phone: (650) 347-4565
Fax: (650) 344-7784
Website:
www.aaronparnell.com

**Providence Vocational
School**
189 School Street
Daly City, CA 94014
Phone: (650) 991-2309
Fax: (650) 991-2047

Saint Patrick's Seminary
320 Middlefield Road
Menlo Park, CA 94025
Phone: (650) 325-5621
Fax: (650) 322-0997
Website:
www.stpatricksseminary.org
Email:
info@stpatricksseminary.org

San Mateo Adult School
789 East Poplar Avenue
San Mateo, CA 94401
Phone: (650) 558-2100
Fax: (650) 762-0232
Website: www.smace.org

**San Mateo Regional
Occupational Program (ROP)**
101 Twin Dolphin Drive
Redwood City, CA 94065-1064
Phone: (650) 802-5400
Fax: (650) 802-5414
Website:
www.smcoe.k12.ca.us/rop/

Sequoia Adult School
3247 Middlefield Road
Menlo Park, CA 94025
Phone: (650) 306-8866
Fax: (650) 365-2420
Website:
www.adultschool.seq.org

Skyline College
3300 College Drive
San Bruno, CA 94066
Phone: (650) 738-4100
Fax: (650) 738-4200
Website:
<http://skylinecollege.edu>

**South San Francisco Adult
School**
825 Southwood Drive
South San Francisco, CA 94080
Phone: (650) 877-8844
Fax: (650) 877-8786
www.smcoe.k12.ca.us/ssfusd/as

World Learning For Business
610 Elm Street, #203
San Carlos, CA 94070
Phone: (650) 596-9629
Fax: (650) 596-0128
Website:
www.worldlearning.org/business

Zephyr-TEC
1660 South Amphlett
Boulevard, #116
San Mateo, CA 94402
Phone: (650) 655-2405
Fax: (650) 655-2406
Website: www.zephyr-tec.com

Appendix D: 2001–2008 Occupational Projections

Occupations With the Greatest Job Growth (1)

(Sorted by Numerical Change)

San Mateo County

2001–2008

Released December 2003

SOC Code	Occupation (Definitions)	Annual Average Employment		Employment Change	
		2001 (2)	2008	Number	Percent
15-1031	Computer Software Engineers, Applications	5,110	7,220	2,110	41.3
15-1041	Computer Support Specialists	3,760	5,520	1,760	46.8
41-2031	Retail Salespersons	12,060	13,540	1,480	12.3
41-2011	Cashiers	8,670	10,020	1,350	15.6
15-1032	Computer Software Engineers, Systems Software	2,080	2,930	850	40.9
43-4051	Customer Service Representatives	6,900	7,730	830	12.0
37-2011	Janitors & Clean, Ex Maids & Housekeep Cleaners	5,590	6,340	750	13.4
15-1071	Network & Computer Systems Administrators	1,700	2,420	720	42.4
33-9032	Security Guards	3,360	4,070	710	21.1
15-1051	Computer Systems Analysts	2,420	3,060	640	26.4
11-1021	General & Operations Managers	7,530	8,090	560	7.4
37-3011	Landscaping & Groundskeeping Workers	2,250	2,760	510	22.7
35-3031	Waiters & Waitresses	5,310	5,810	500	9.4
15-1081	Network Systems & Data Communications Analysts	1,390	1,850	460	33.1
11-3021	Computer & Information Systems Managers	2,160	2,610	450	20.8
43-9061	Office Clerks, General	7,560	8,010	450	6.0
29-1111	Registered Nurses	3,670	4,100	430	11.7
19-2031	Chemists	780	1,200	420	53.8
37-2012	Maids & Housekeeping Cleaners	2,170	2,590	420	19.4
41-1011	First-Line Sups/Mgrs of Retail Sales Workers	3,150	3,560	410	13.0
43-6011	Executive Secretaries & Administrative Assistants	6,310	6,710	400	6.3
35-3021	Comb Food Prep & Serving Wrkrs, Incl Fast Food	3,640	4,000	360	9.9
11-2022	Sales Managers	1,540	1,860	320	20.8

Appendix D: 2001–2008 Occupational Projections

Occupations With the Greatest Job Growth (1) – Continued

(Sorted by Numerical Change)

San Mateo County

2001–2008

15-1061	Database Administrators	1,060	1,370	310	29.2
13-1111	Management Analysts	1,700	2,000	300	17.6
43-4171	Receptionists & Information Clerks	2,570	2,860	290	11.3
13-2011	Accountants & Auditors	2,800	3,050	250	8.9
19-1042	Medical Scientists, Except Epidemiologists	570	820	250	43.9
19-4021	Biological Technicians	600	840	240	40.0
19-1021	Biochemists & Biophysicists	410	630	220	53.7
31-9091	Dental Assistants	1,020	1,240	220	21.6
41-2021	Counter & Rental Clerks	1,300	1,520	220	16.9
53-7062	Laborers & Freight, Stock, & Material Movers, Hand	5,690	5,910	220	3.9
11-2021	Marketing Managers	1,300	1,510	210	16.2
11-3031	Financial Managers	2,450	2,660	210	8.6
33-3051	Police & Sheriff's Patrol Officers	1,280	1,490	210	16.4
43-5061	Production, Planning, & Expediting Clerks	1,300	1,510	210	16.2
43-5081	Stock Clerks & Order Fillers	4,200	4,410	210	5.0
35-2014	Cooks, Restaurant	1,790	1,990	200	11.2
53-7061	Cleaners of Vehicles & Equipment	2,150	2,350	200	9.3
23-1011	Lawyers	1,360	1,550	190	14.0
25-9041	Teacher Assistants	2,620	2,810	190	7.3
35-2021	Food Preparation Workers	2,740	2,920	180	6.6
53-7064	Packers & Packagers, Hand	2,370	2,550	180	7.6
31-1012	Nursing Aides, Orderlies, & Attendants	1,540	1,710	170	11.0
31-9092	Medical Assistants	860	1,030	170	19.8
53-3041	Taxi Drivers & Chauffeurs	810	980	170	21.0
11-1011	Chief Executives	1,740	1,900	160	9.2
39-9011	Child Care Workers	670	830	160	23.9
39-9031	Fitness Trainers & Aerobics Instructors	660	810	150	22.7

Appendix D: 2001–2008 Occupational Projections

Occupations With the Fastest Job Growth (1)

(Sorted by Percent Change)

San Mateo County

2001–2008

Released December 2003

SOC Code	Occupation (Definitions)	Annual Average Employment		Employment Change	
		2001 (2)	2008	Number	Percent
19-2031	Chemists	780	1,200	420	53.8
19-1021	Biochemists & Biophysicists	410	630	220	53.7
15-1041	Computer Support Specialists	3,760	5,520	1,760	46.8
17-2041	Chemical Engineers	200	290	90	45.0
19-1042	Medical Scientists, Except Epidemiologists	570	820	250	43.9
15-1071	Network & Computer Systems Administrators	1,700	2,420	720	42.4
15-1031	Computer Software Engineers, Applications	5,110	7,220	2,110	41.3
15-1032	Computer Software Engineers, Systems Software	2,080	2,930	850	40.9
19-4021	Biological Technicians	600	840	240	40.0
19-1022	Microbiologists	230	320	90	39.1
29-2052	Pharmacy Technicians	270	360	90	33.3
15-1081	Network Systems & Data Communications Analysts	1,390	1,850	460	33.1
21-1093	Social & Human Service Assistants	280	370	90	32.1
19-4031	Chemical Technicians	380	500	120	31.6
29-2071	Medical Records & Health Information Technicians	350	460	110	31.4
11-9121	Natural Sciences Managers	230	300	70	30.4
43-4111	Interviewers, Except Eligibility & Loan	430	560	130	30.2
39-9021	Personal & Home Care Aides	370	480	110	29.7
15-1061	Database Administrators	1,060	1,370	310	29.2
17-3027	Mechanical Engineering Technicians	280	360	80	28.6
15-1051	Computer Systems Analysts	2,420	3,060	640	26.4
19-2012	Physicists	230	290	60	26.1

Appendix D: 2001–2008 Occupational Projections

Occupations With the Fastest Job Growth (1) – Continued

(Sorted by Percent Change)

San Mateo County

2001–2008

39-9011	Child Care Workers	670	830	160	23.9
15-1011	Computer & Information Scientists, Research	210	260	50	23.8
37-3011	Landscaping & Groundskeeping Workers	2,250	2,760	510	22.7
39-9031	Fitness Trainers & Aerobics Instructors	660	810	150	22.7
35-3041	Food Servers, Nonrestaurant	360	440	80	22.2
11-2031	Public Relations Managers	230	280	50	21.7
31-9091	Dental Assistants	1,020	1,240	220	21.6
43-4081	Hotel, Motel, & Resort Desk Clerks	420	510	90	21.4
33-9032	Security Guards	3,360	4,070	710	21.1
53-3041	Taxi Drivers & Chauffeurs	810	980	170	21.0
11-3021	Computer & Information Systems Managers	2,160	2,610	450	20.8
11-2022	Sales Managers	1,540	1,860	320	20.8
29-2021	Dental Hygienists	690	830	140	20.3
31-9092	Medical Assistants	860	1,030	170	19.8
31-1011	Home Health Aides	610	730	120	19.7
37-2012	Maids & Housekeeping Cleaners	2,170	2,590	420	19.4
29-1051	Pharmacists	530	630	100	18.9
27-2042	Musicians & Singers	270	320	50	18.5
13-1111	Management Analysts	1,700	2,000	300	17.6
41-9011	Demonstrators & Product Promoters	630	740	110	17.5
41-2021	Counter & Rental Clerks	1,300	1,520	220	16.9
11-2011	Advertising & Promotions Managers	480	560	80	16.7
11-9111	Medical & Health Services Managers	300	350	50	16.7
21-1023	Mental Health & Substance Abuse Social Workers	300	350	50	16.7
27-4021	Photographers	300	350	50	16.7
29-2041	Emergency Medical Technicians & Paramedics	300	350	50	16.7
33-3051	Police & Sheriff's Patrol Officers	1,280	1,490	210	16.4
11-2021	Marketing Managers	1,300	1,510	210	16.2

Training

Directory

A Plus Learning Center

92 East 21st Avenue
San Mateo, CA 94403
Phone: (650) 286-1688
Fax: (650) 286-1689
Website: www.apluslearningcenter.info

Services Offered

Career Development
Counseling
Open Entry/Open Exit
ESL Services

Programs Offered

Accent Reduction
Business and Technical Presentation
Business Writing
College Preparation and Study Skills
Computers
Effective Communication
ESL
ESL Teacher Training
Grammar and Usage
Parenting

American Business College International

6755 Mission Street
Daly City, CA 94014
Phone: (650) 755-9191
Fax: (650) 757-8297
Website: www.americanbci.com

Services Offered

Job Placement Assistance
Veteran Approved
Career Development
Counseling
ESL
Financial Aid

Programs Offered

Accounting Support
Computer Repair/Network Technician
Graphic Design Support/Desktop
Publishing
Medical Lab Assistant with Computers
Medical Office Support
Office Support
Special Computer Software Training

Anthony Schools of San Francisco

1155 Chess Drive, Suite 108
Foster City, CA 94404
Phone: (650) 570-2284
Fax: (650) 570-2243
Website: www.anthonysfc.com

Services Offered

Open Entry/Open Exit

Programs Offered

Contracting
Real Estate

Bay Area Executrain

1065 East Hillsdale Boulevard, Suite 401
Foster City, CA 94404
Phone: (650) 573-9675
Fax: (800) 211-4111
www.bayareaexecutrain.com

Services Offered

Distance Online Learning
(see website for online courses)

Programs Offered

Access
Acrobat
ACT!
Active Server Pages
ASP.NET
C# Programming
C++ Programming

Training Directory

CGI Perl
ColdFusion
Crystal Reports
Design MS Exchange for Enterprise
Design MS Windows.NET Directory
Design Security Enhanced Win2000 Network
Design Techniques with Flash MX
Design Windows 2000 Network Infrastructure
Design Windows 2000 Directory Service
Designing Effective Websites
Develop .NET Applications for Windows
Develop XML Web Services with ASP.NET
Director 8
Dreamweaver
Excel
Exchange 2000
FileMaker
Fireworks
Flash)
FrontPage
Groupwise
HTML
Illustrator
JavaScript
Lotus Notes
MS .NET Enterprise Servers
MS .NET Applications for Windows
Network Security Fundamentals
Novell NetWare
Office XP
Oracle 9i
Outlook
PageMaker
Peachtree
Perl
Photoshop
PowerPoint
Project 2000
Quark Xpress
Quickbooks
Soft Skills
SQL
VBA.NET Programming
Windows- 1998, 2000, NT, XP, and 2003
Word
WordPerfect

Cabrillo Adult School

498 Kelly Avenue
Half Moon Bay, CA 94019
Phone: (650) 712-7224
Fax: (650) 712-7225
Website: www.cabrillo.k12.ca.us

Services Offered

ESL Services

Programs Offered

Computer Education - Microsoft Word, Excel, Windows 98, Keyboarding, Internet
Chorale (singing)
Citizenship
ESL
High School/Secondary Diplomas
Money Management
Parenting
Spanish Language and Literature

Cañada College

4200 Farm Hill Boulevard
Redwood City, CA 94061
Phone: (650) 306-3100
Fax: (650) 306-3457
Website: www.canadacollege.net

Services Offered

Financial Aid
Veteran Approved
On-Site Child Care
Career Development
Counseling
Open Entry/Open Exit
Distance/On-line Learning
ESL Services

Programs Offered

Accounting
Anthropology
Art
Biological Science
Business Admin. & Mgmt.
Business/Corporate Meeting Planner
Business/Information Technology
Specialist
Business/Office Technology
Business/Small Business
Chemistry
Computer Information Sciences & Systems
Drama
Early Childhood Education
Economics
Engineering
English
Fashion Design
Foreign Language
Geography
History
Human Services
Interior Design
Liberal Arts
Mathematics
Multimedia
Music
Nursing
Paralegal
Philosophy
Physical Education
Physical Sciences
Physical Therapy
Political Science
Psychology
Radiologic Technology
Real Estate
Social Sciences
Sociology
Speech
Theatre Arts
University Studies

College of San Mateo

1700 West Hillsdale Boulevard
San Mateo, CA 94402-3784
Phone: (650) 574-6161
Fax: (650) 574-6506
Website: www.collegeofsanmateo.edu

Services Offered

Financial Aid
Job Placement Assistance
Veteran Approved
On-Site Child Care
Career Development
Counseling
Distance/On-line Learning
ESL Services

Programs Offered

Accounting
Administration of Justice
Basic Police Academy
Aeronautics
Aeronautics: Airframe and Powerplant
Technology
Aeronautics: Airframe Technology
Aeronautics: Powerplant Technology
Aeronautics: Aircraft Maintenance
Technology
Aeronautics: Avionics
Alcohol and Other Drug Studies
American Sign Language
Anthropology
Apprenticeship Training
Archaeology
Architecture
Architecture: Architectural Engineering,
Landscape, City and Regional Planning
Art
Art: Art History
Art: Commercial
Art: Commercial, Illustration
Art: Fine Arts
Art: Photography
Biological Sciences
Biotechnology

Training Directory

Broadcast and Electronic Media
Building Inspection Technology
Building Inspection Technology
Business
Business: Business Information
Processing
Business: Merchandising (General)
Business: Merchandising (Management)
Business Administration
Chemistry
Chinese
Computer and Information Science
Cooperative Education
Cosmetology
Dental Assisting
CAD/Drafting
Economics
Education
Electrical Technology
Electronics Technology
Electronics Technology: Avionics Systems
Maintenance
Electronics Technology: PC Technical
Support
Engineering
Engineering Technology: Electronics
Engineering Technology: General
English
Ethnic Studies
Ethnic Studies
Film History
Filmmaking
Fire Sprinkler Technology
Fire Technology
Floristry
Foreign Languages
French
Geography
Geological Sciences
German
Global Studies
Graphics
History

Horticulture
Horticulture: Environmental
Horticulture: Floristry
Humanities
Human Services
Instrumentation Technology
Italian
Japanese
Journalism
Liberal Studies
Life Sciences
Life Sciences: Biological
Life Sciences: Biotechnology
Life Sciences: General
Life Sciences: Medical
Life Sciences: Pre-Nursing
Management
Management: Marketing Management
Manufacturing Technology
Mathematics
Medical Assisting
Medical Assisting: Medical Billing
Specialist
Medical Assisting: Medical Transcription
Military Science
Multimedia
Music
Music: Electronic Music
Registered Nursing Program
Philosophy
Physical Education
Physical Science
Physics
Plumbing and Pipe Fitting
Political Science
Psychology
Real Estate
Recreation Education
Refrigeration and Air Conditioning
Mechanics
Social Science
Sociology
Spanish

Speech Communication
Technical Preparation (TECH PREP)
Welding Technology
Welding Technology: Welding Technician
Welding Technology: General Welder

CompUSA Super Training Center

1250 El Camino Real
San Bruno, CA 94066
Phone: (650) 244-4730
Fax: (650) 244-4755
Website: www.compusa.com/training

Services Offered

Distance/On-line Learning

Programs Offered

Advanced Technologies
Cisco Router
Database
Graphics and Publishing
Integrated and Business Applications
Internet
Macintosh Software
Microsoft Windows NT and 2000
Specialty Advanced Technical Training
Spreadsheets and Financial
Word Processing

Contractors State License Schools

101B Hickey Boulevard
South San Francisco, CA 94080
Phone: (650) 755-5582
Fax: (650) 755-5598
Website: www.csllscorp.com

Services Offered

Counseling
Open Entry/Open Exit

Programs Offered

Estimating & Blueprint Reading
Home Inspection
Inspection Certification Course - ICBO
Law and Business Management
Professional Contractors Business Program

Diamond Aviation

620 Airport Drive #1
San Carlos, CA 94070
Phone: (650) 591-7611
Fax: (650) 591-3325
Website: www.ksql.com

Services Offered

Open Entry/Open Exit

Programs Offered

Aeronautics
Aviation
Aerospace Science and Technology
Airline/Commercial/Professional Pilot
and Flight Crew

Golden Gate School of Professional Photography

Mailing address: PO Box F
San Mateo, CA 94402
Physical address: Various sites in California
Phone: (650) 548-0889
Fax: (650) 347-3141
Website: www.goldengateschool.org

Services Offered

Open Entry/Open Exit

Programs Offered

Photography

Training Directory

Goodwill Industries

28 West 25th Street
San Mateo, CA 94403
Phone: (650) 525-2780
Website: www.goodwill.org

Services Offered

Distance Learning
Job Placement Assistance

Programs Offered

Basic Computers

H&R Block Tax School

99 El Camino Real
San Carlos, CA 94070
Phone: (650) 592-2013
Fax: (650) 592-2060
Website: www.hrbblock.com

Services Offered

Job Placement Assistance

Programs Offered

Taxation

Hilltop Beauty School, Inc.

6317 Mission Street
Daly City, CA 94014
Phone: (650) 756-2720
Fax: (650) 756-0236

Services Offered

Financial Aid
Open Entry/Open Exit
Job Placement Assistance

Programs Offered

Cosmetology
Cosmetology Teacher Training
Manicurist

Home Study, Inc.

DBA American Schools
1310 Bayshore Highway #11
Burlingame, CA 94010
Phone: (310) 378-1341
Fax: (310) 375-3850
Website:
www.americanschoolsonline.com

Services Offered

Information Not Available

Programs Offered

Real Estate

Hospital Consortium Education

1600 Trousdale Drive
Burlingame, CA 94010
Phone: (650) 696-7860
Fax: (650) 696-7864
Website: www.hospitalconsort.org

Services Offered

Open Entry/Open Exit
Distance Learning

Programs Offered

Basic Emergency Unit Nursing
Central Service Tech
Critical Care (Certificate)
EMT
Labor and Delivery
Neonatal Intensive Care Unit
Paramedic Training
Perioperative Nurse
RN Refresher

IBEW Local Union 617

625 Industrial Road
San Carlos, CA 94070
Phone: (650) 591-5217
Fax: (650) 591-5219

Services Offered

Information Not Available

Programs Offered

Electrician Apprenticeship
Sound and Communication
Apprenticeship

Jackson Arms

710 Dubuque Avenue
South San Francisco, CA 94080
Phone: (650) 588-4209
Fax: (650) 588-1845
Website: www.jacksonarms.com

Services Offered

Open Entry/Open Exit

Programs Offered

Basic Firearms Safety Certification
Personal Protection Courses/Defensive
Firearms Training
Security Officer Training
N.R.A. Certified Classes

Jefferson Adult School

699 Serramonte Boulevard, Suite 111
Daly City, CA 94015
Phone: (650) 550-7890
Fax: (650) 550-7889
Website: www.juhsd.k12.ca.us

Services Offered

Open Entry/Open Exit
ESL Services
Veteran Approved

Programs Offered

Bookkeeping/Computerized Accounting
Clinical Medical Assistant
Computerized Office
ESL/Citizenship
Excel
GED Test Preparation
Internet/Windows
Keyboarding
Parent Education
Pharmacy Technician
Photoshop
Spanish

Menlo College

1000 El Camino Real
Atherton, CA 94027
Phone: (650) 543-3723
Fax: (650) 543-4496
Website: www.menlo.edu
Email: admissions@menlo.edu

Services Offered

Financial Aid
Counseling
Tutorial Service

Programs Offered

Liberal Arts
Management
Mass Communication

Training Directory

Mills-Peninsula Health Service School of Radiologic Technology

1783 El Camino Real
Burlingame, CA 94010
Phone: (650) 696-5519
Fax: (650) 696-5995
Website: www.millspeninsula.org

Services Offered

None

Programs Offered

Radiologic Technology

NCP Vocational School

257 Longford Drive
South San Francisco, CA 94080
Phone: (650) 871-0701
Fax: (650) 871-0703
Website: www.ncpvocational.com

Services Offered

Counseling

Programs Offered

Acute Care CNA
LVN Pre-requisite Courses
Nursing Assistant
Vocational Nursing (LVN)

New Technology Computing, Inc.

1838 El Camino Real, Suite 111
Burlingame, CA 94010
Phone: (650) 692-8228
Fax: (650) 692-2838
Website: www.ntcom.com

Services Offered

Distance Learning

Programs Offered

Computer Engineering Technology
Computer Programming, Specific
Applications
Computer Programming, Vendor/Product
Certification
Computer Software Technology
Computer Systems Networking and
Telecommunications
Data Modeling/Warehousing and
Database Administration

Notre Dame de Namur University

1500 Ralston Avenue
Belmont, CA 94002
Phone: (650) 508-3500
Fax: (650) 508-3660
Website: www.ndnu.edu

Services Offered

Financial Aid
Job Placement Assistance
Veteran Approved
Career Development
Counseling
ESL Services

Programs Offered

Art
Art and Graphic Design
Biochemistry
Biology
Business Administration
Communication
Computer Science
English
History
Humanities
Human Services
Languages and Literature
Liberal Studies
Marketing Communication

Music
Musical Theatre
Philosophy
Philosophy and Religious Studies
Political Science
Psychology
Religious Studies
Social Science
Sociology
Software Engineering and Management
Theatre Arts

Opportunities Industrialization Center West

1200 O'Brien Drive
Menlo Park, CA 94025
Phone: (650) 330-6429
Fax: (650) 330-6401
Website: www.oicw.org
Email: info@oicw.org

Services Offered

Job Placement Assistance
On-Site Child Care
Career Development
Open Entry/Open Exit

Programs Offered

Certified Nurse Assistant
Cisco
Computer Service Tech (CST)
Construction Trades
Culinary Arts
Electronics Telecommunications
Technician Training
GED Preparation and Academic Skills for
Employment
Microsoft Windows Administration
Training
Office Skills
Oracle
Sun Academy (UNIX)
Web Page Design

Physique Vitality Sciences Institute

407 North San Mateo Drive
San Mateo, CA 94401
Phone: (650) 347-4565
Fax: (650) 344-7784
Website: www.aaronparnell.com

Services Offered

Information Not Available

Programs Offered

Advanced Training for Massage
Therapists

Providence Vocational School

189 School Street
Daly City, CA 94014
Phone: (650) 991-2309
Fax: (650) 991-2047

Services Offered

Career Development

Programs Offered

Acute Care
Home Health Aide
Nurse Assistant/Aide

Saint Patrick's Seminary

320 Middlefield Road
Menlo Park, CA 94025
Phone: (650) 325-5621
Fax: (650) 322-0997
Website: www.stpatricksseminary.org
Email: info@stpatricksseminary.org

Services Offered

None

Programs Offered

Bachelor of Sacred Theology
Master of Arts
Master of Divinity
Pre-theology

Training Directory

San Mateo Adult School

789 East Poplar Avenue
San Mateo, CA 94401
Phone: (650) 558-2100
Fax: (650) 762-0232
Website: www.smace.org

Services Offered

Counseling
G.E.D. Assistance
Distance Learning

Programs Offered

Business
Citizenship
Computers
Electronic Office
ESL
Finance
Foreign Language
Literacy Tutor Training
Parent Education

San Mateo Regional Occupational Program (ROP)

101 Twin Dolphin Drive
Redwood City, CA 94065- 1064
Phone: (650) 802-5400
Fax: (650) 802-5414
Website: www.smcoe.k12.ca.us/rop/

Services Offered

Counseling
ESL Services
Open Entry/Open Exit

Programs Offered

Business

Computer Applications for Business
Computerized Accounting and
Quickbooks

Computerized Office Careers
MOUS (Microsoft Office User Specialist)
Certification
Office Assistant

Health Care

Biotechnology
Caregiver
Certified Nurse Assistant
Dental Auxiliary Careers
EKG Technician
Hospital Unit Coordinator
Insurance Billing and Coding
Medical Administrative Assistant

Information Technology

A+ Certification/Computer Repair
Technician
Animated Art
Art and Multimedia
Cisco Networking Academy
Video Production

Service

Air and Travel Careers
Careers with Children
Cargo/Air Freight Customer Service
Careers
Hotel and Hospitality Services
Import/Export Careers

Trade and Industrial Technology

Auto Body Repair and Refinishing
Automotive Specialist
Carpentry/Construction Technology

Sequoia Adult School

3247 Middlefield Road
Menlo Park, CA 94025
Phone: (650) 306-8866
Fax: (650) 365-2420
Website: www.adultschool.seq.org

Services Offered

Veteran Approved
On-Site Child Care
Career Development
Counseling
Open Entry/Open Exit
Distance/On-line Learning
ESL Services

Programs Offered

Citizenship
Clinical Medical Assisting
Computers
Electronics Assemblage
English Language and Literature
ESL
Excel
French
GED
High School Diploma
HTML/Web Design
Hungarian
Italian
Math
Medical Assistant
Photoshop
PowerPoint
Quicken
Russian
Spanish
Turkish
Typing Certification
Workplace Communications Skills

Skyline College

3300 College Drive
San Bruno, CA 94066
Phone: (650) 738-4100
Fax: (650) 738-4200
Website: <http://skylinecollege.edu>

Services Offered

Financial Aid
Job Placement Assistance
Veteran Approved
Career Development
Child Care
Counseling
Open Entry/Open Exit
Distance/On-line Learning
ESL Services

Programs Offered

Accounting

Accounting Computer Specialist

Administration of Justice

Allied Health Science

Art

Automotive

Automotive Technology
Automotive Technician
Japanese Automotive Technology
Service Advising
Toyota Technical Education Network

Biotechnology

Business

Administrative Assistant
Business Administration
Business Information Systems
Computer Information Specialist
General Supervision
International Trade
Legal Secretary
Medical Transcriptionist
Office Assistant

Training Directory

Office Information Systems
Marketing
Public Transit Management
Retail Management
Web Developer

Central Service Technology Cosmetology

Cosmetician/Aesthetician

Dance

Emergency Medical Technician

Early Childhood Education

English

Family & Consumer Sciences

Fashion Merchandising

General Merchandising
Image Consulting

Hospitality Administration

Hotel Operations
Meetings & Convention Management

Liberal Arts

Lifespan

Mathematics

Music

Natural Science

Paralegal, Legal Assistant

Physical Education

Psychology

Respiratory Therapy

Spanish

Speech

Surgical Technology

Telecommunications & Wireless Technology

Network Engineering
Basic Networking
PC Configuration & Repair
Wiring & Installation

University Studies

South San Francisco Adult School

825 Southwood Drive
South San Francisco, CA 94080
Phone: (650) 877-8844
Fax: (650) 877-8786
www.smcoe.k12.ca.us/ssfusd/as

Services Offered

Counseling
Open Entry/Open Exit
ESL Services

Programs Offered

Citizenship
Computer Programming
Electronics Technology
ESL
GED
High School Diploma
Introduction to the Internet
Italian
Licensed Vocational Nursing
Linux
MS Access XP
MS Office 2000
MS PowerPoint 2002
MS Word
Parent Education
Photoshop
Spanish
Web Design with HTML
Windows XP
Word Processing

World Learning For Business

610 Elm Street, #203
San Carlos, CA 94070
Phone: (650) 596-9629
Fax: (650) 596-0128
Website:
www.worldlearning.org/business

Services Offered

Open Entry/Open Exit
Distance/On-line Learning
ESL Services

Programs Offered

Customized Immersion Training
Guided E-Learning
Intercultural Training
Languages and Business
Communications Training

Zephyr-TEC

1660 South Amphlett Boulevard, #116
San Mateo, CA 94402
Phone: (650) 655-2405
Fax: (650) 655-2406
Website: www.zephyr-tec.com

Services Offered

Open Entry/Open Exit
Distance/On-line Learning

Programs Offered

Speech Recognition Software

Produced for



Human Services Agency
County of San Mateo

by



A Service Administered by
the City of Sunnyvale

